



Out-Patient & In-Patient Feedback Analysis (01-07-2024 to 31-12-2024)



Out-Patient Feedback Analysis

(01-07-2024 to 31-12-2024)

Patient feedback analysis is important because it helps improve the quality of care, enables patient-centeredness, evaluates performance, manages reputation, ensures regulatory compliance, and fosters continuous learning and innovation in healthcare.

Out-Patient Feedback Analysis

(01-07-2024 to 31-12-2024)

OP IP

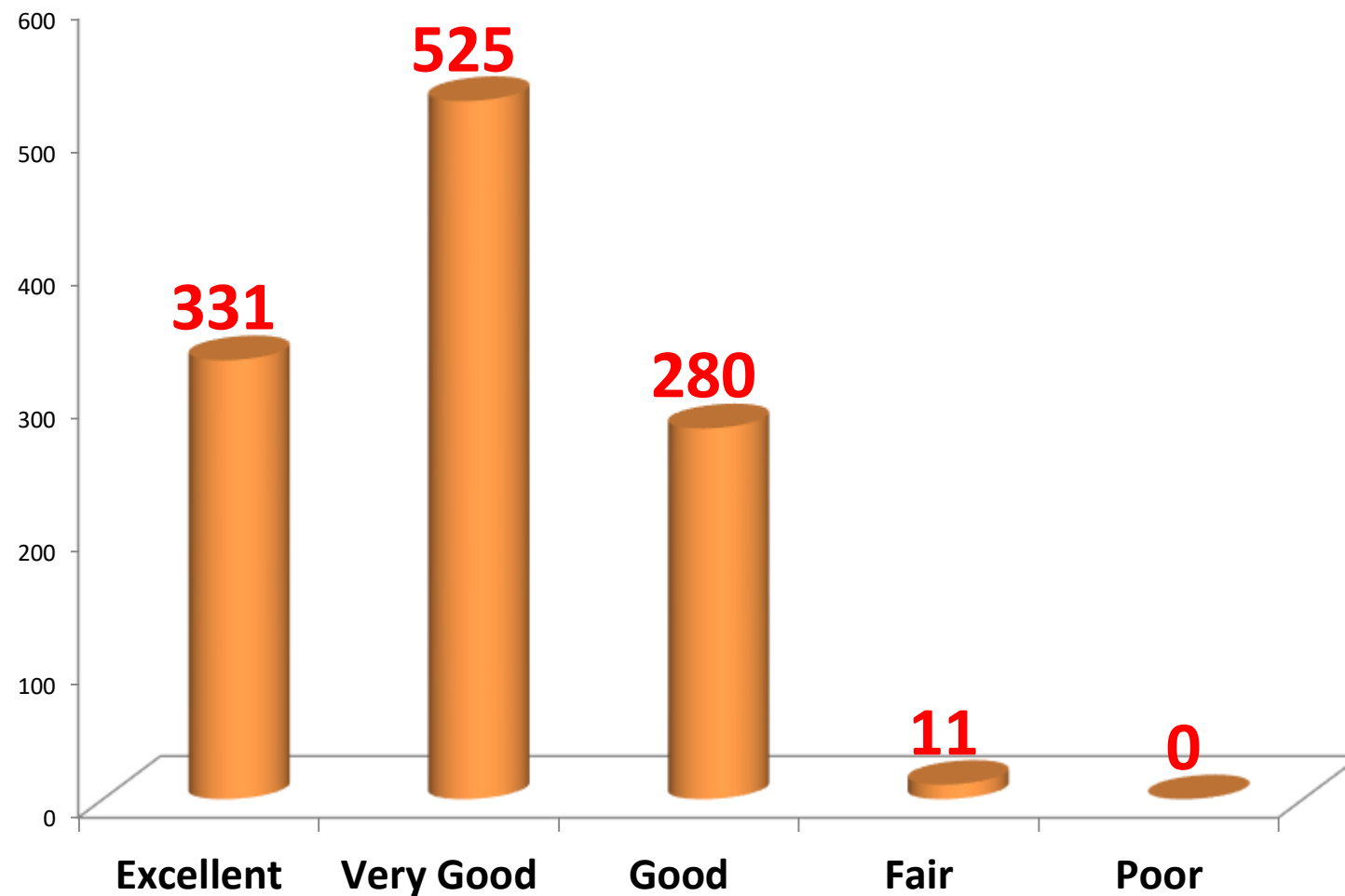
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	No of Consultations	New Consultations	Follow-up Consultations	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Data Collection	0	0	0	1150	12650	11281	3558	4936	2456	320	11
Percentage (%)							31	43	21	2	0
NPS (%)									95		

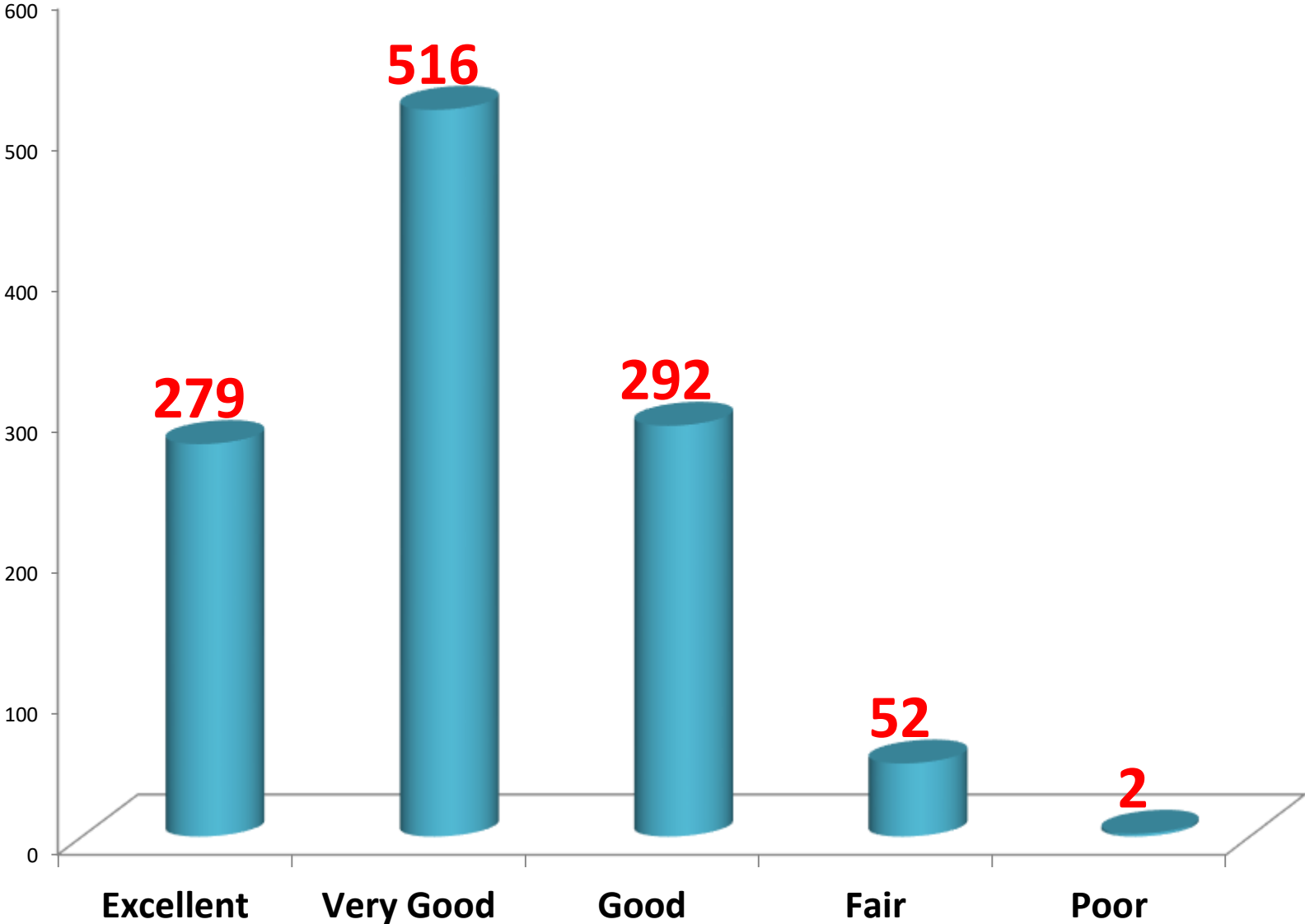
Question Name	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Availability of sufficient information in hospital (Directional and location signages, registration counter, laboratory, radiology and pharmacy, etc.)(Out Patient Experience)	1150	1150	1147	331	525	280	11	0
Waiting time at the registration counter.(Out Patient Experience)	1150	1150	1141	279	516	292	52	2
Behaviour and attitude of hospital staff(Out Patient Experience)	1150	1150	1140	410	490	229	11	0
Amenities in waiting area (chairs, fans, drinking water and cleanliness of bathroom and toilets).(Out Patient Experience)	1150	1150	1147	317	538	255	34	3
Attitude & Communication of Doctors.(Out Patient Experience)	1150	1150	1148	538	477	132	1	0
Time spent on consulting, examination and counselling.(Out Patient Experience)	1150	1150	1141	435	474	194	38	0
Availability of lab and radiology investigation facilities within the hospital.(Out Patient Experience)	1150	1150	1106	311	483	262	48	2
Promptness at Pharmacy counters.(Out Patient Experience)	1150	1150	1098	288	459	287	61	3
Availability of prescribed drugs at the hospital pharmacy(Out Patient Experience)	1150	1150	1093	289	472	279	52	1
Your overall satisfaction during the visit to the hospital.(Out Patient Experience)	1150	1150	1120	360	502	246	12	0
Suggestions / Remarks(Out Patient Experience)	1150	1150	0	0	0	0	0	0
Percentage (%)				31	43	21	2	0
NPS (%)						95		

Net Satisfactory Score is	95	31	43	21
Total feed backs collected: 1150		Total number of Questions: 10		

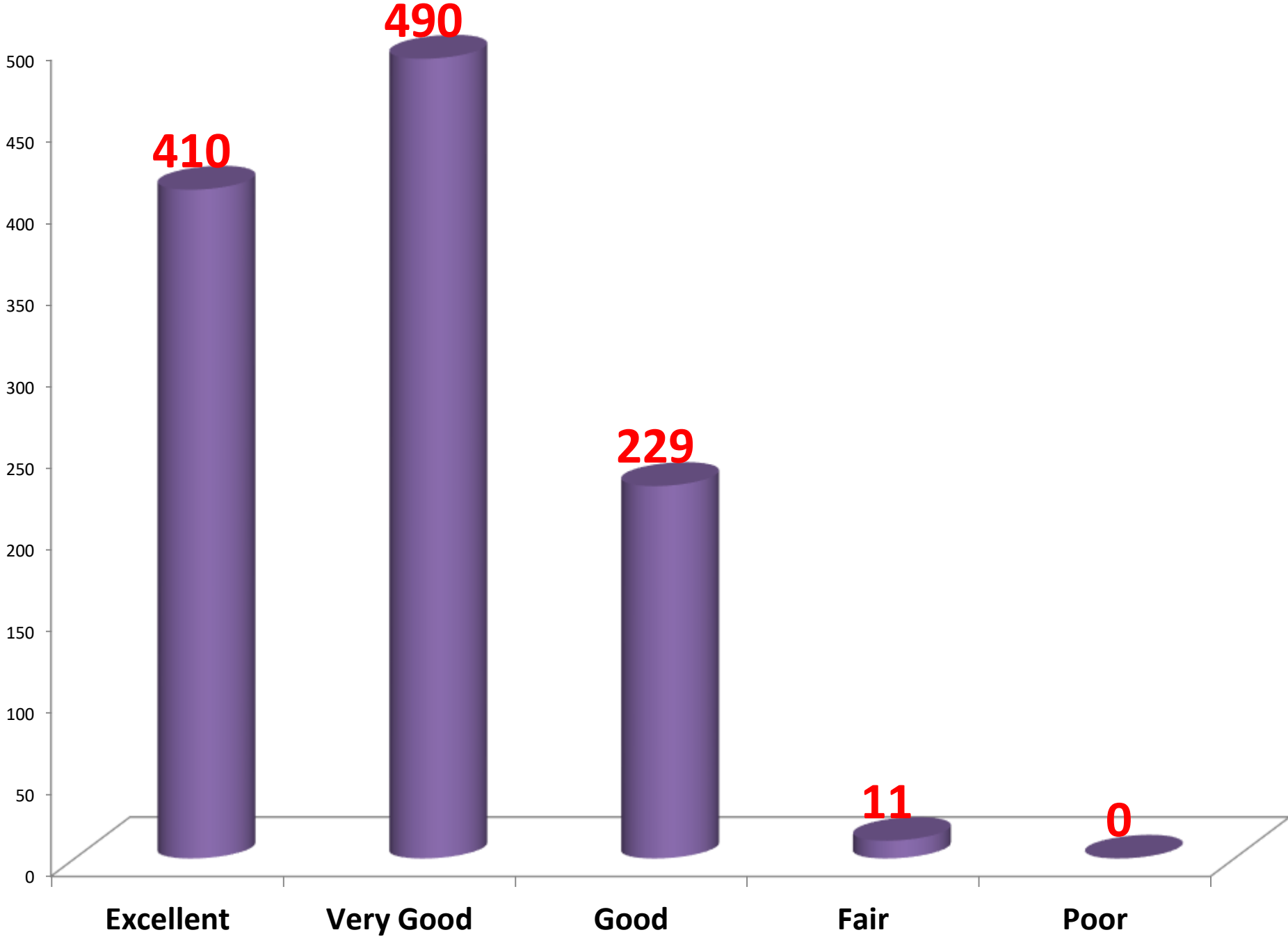
1. Availability of sufficient information in hospital (Directional and location signage, registration counter, laboratory, radiology and pharmacy, etc.)



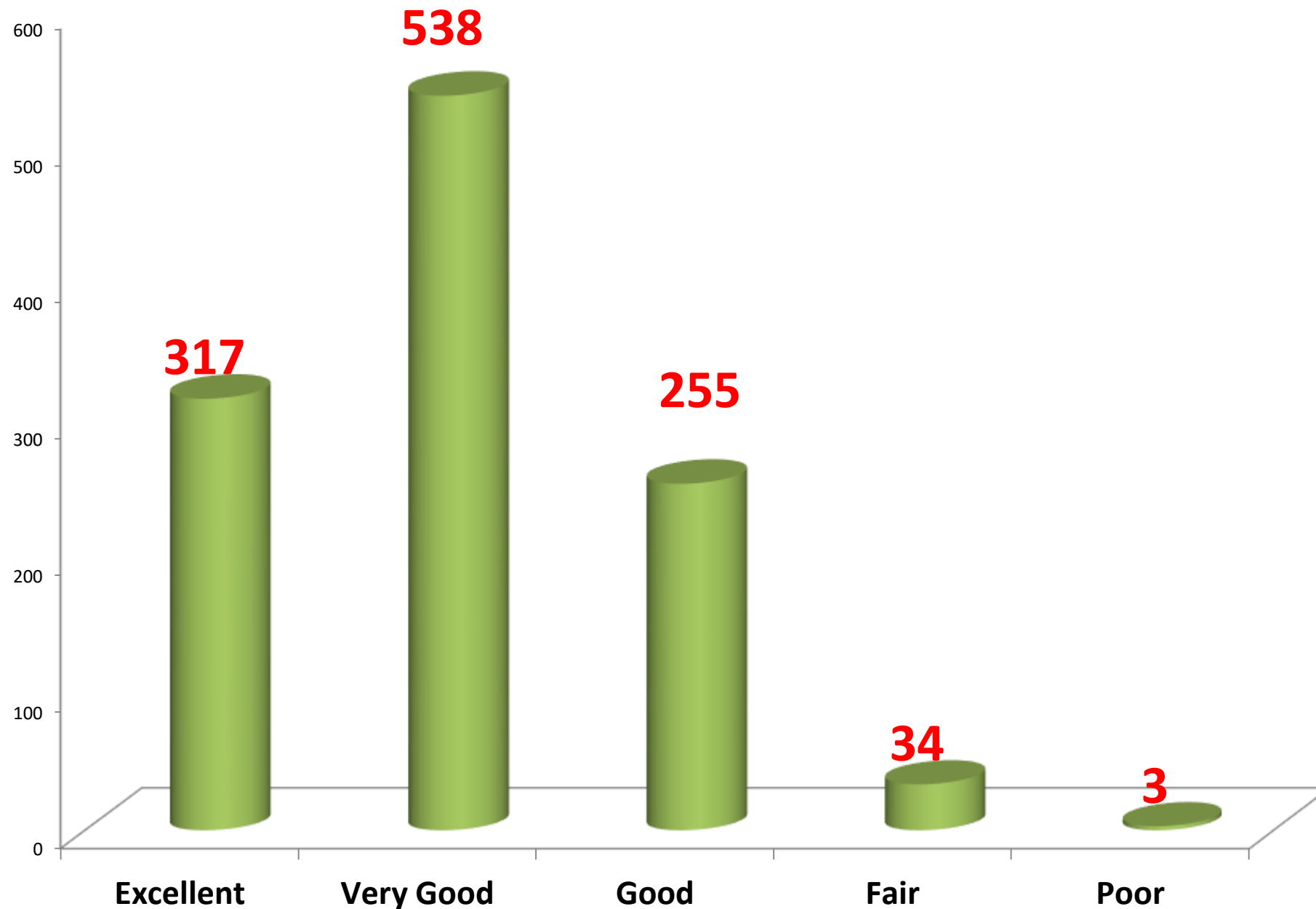
2. Waiting time at the registration counter. (Out Patient Experience)



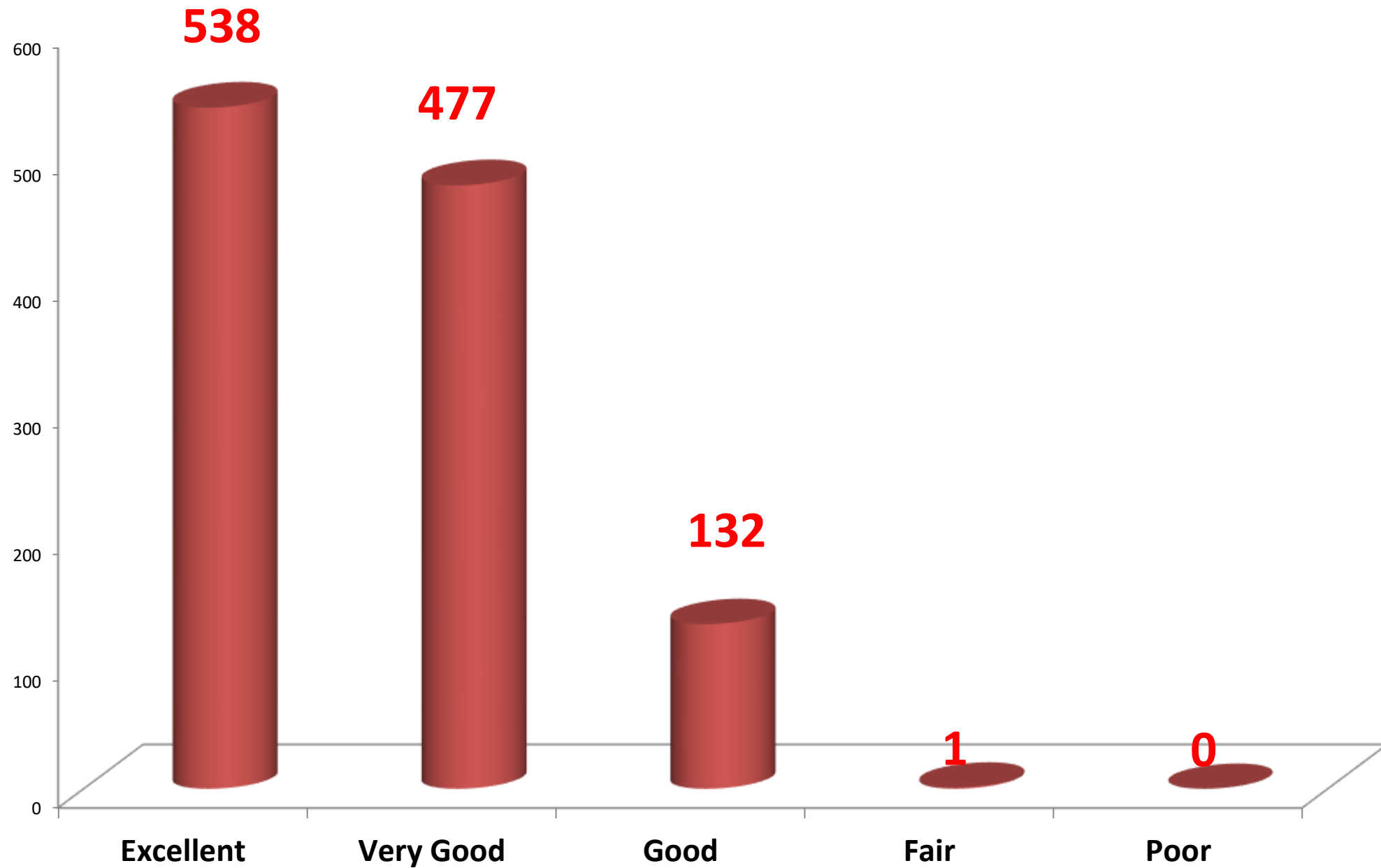
3. Behaviour and attitude of hospital staff



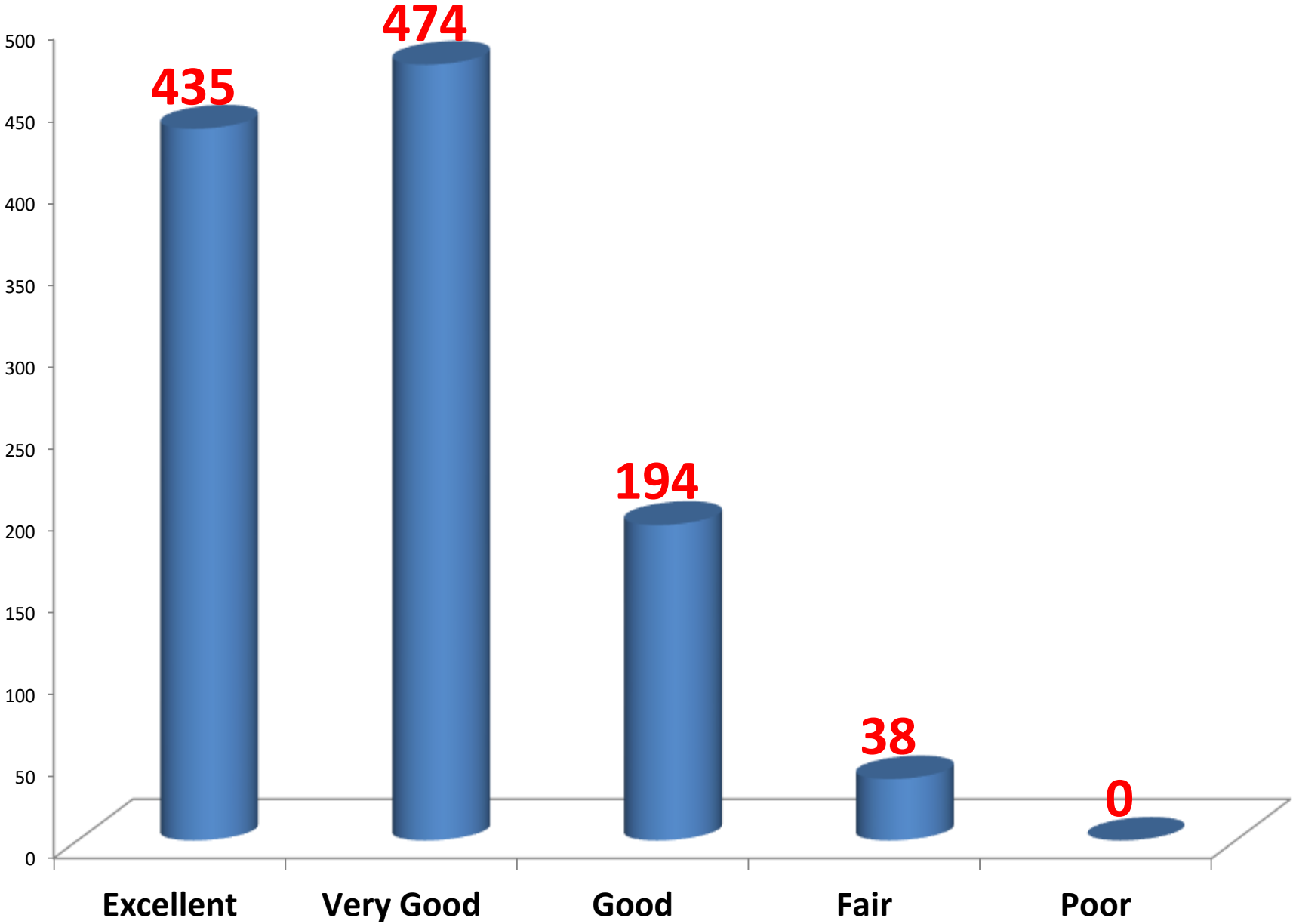
4. Amenities in waiting area (chairs, fans, drinking water and cleanliness of bathroom and toilets)



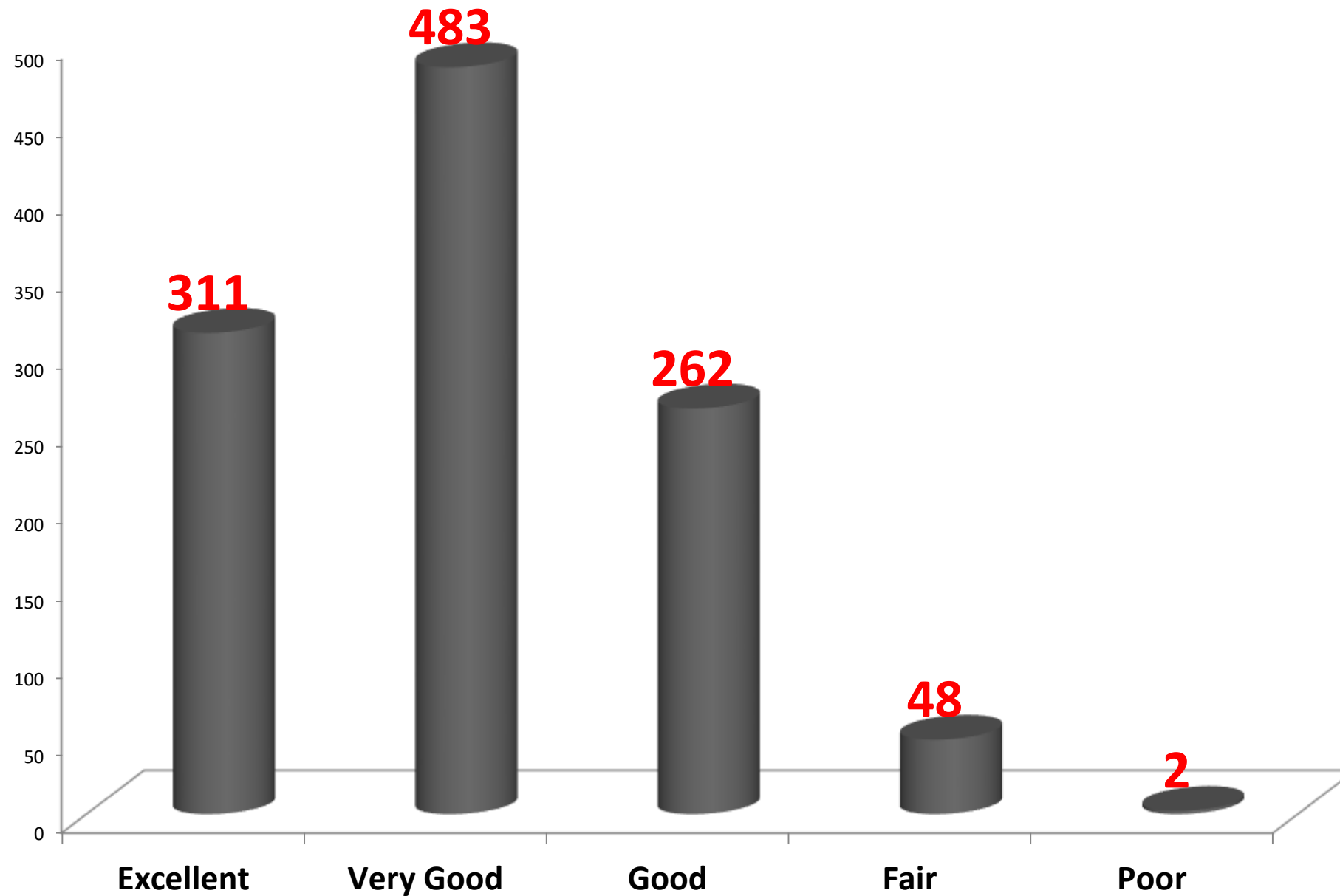
5. Attitude & Communication of Doctors



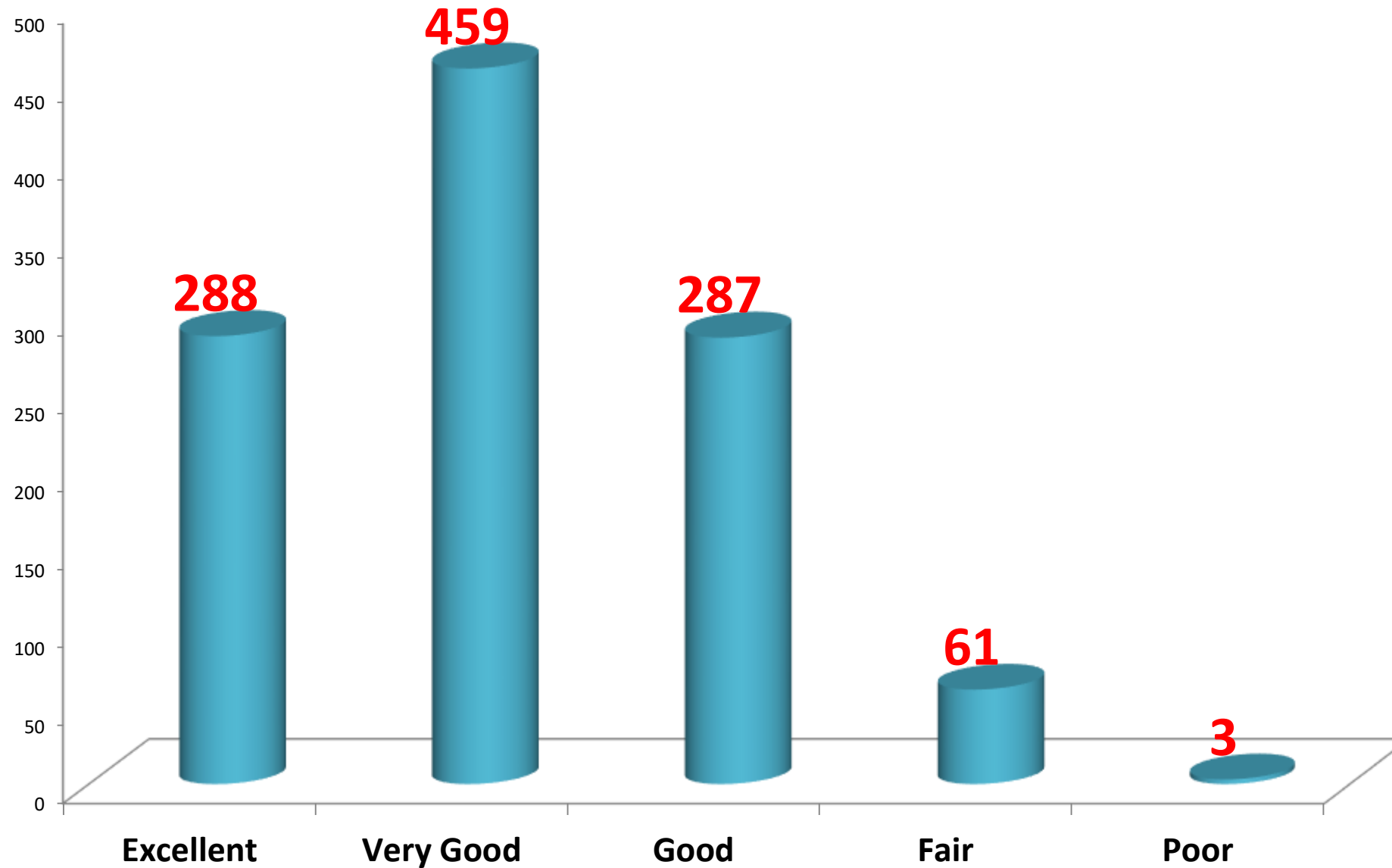
6. Time spent on consulting, examination and counseling



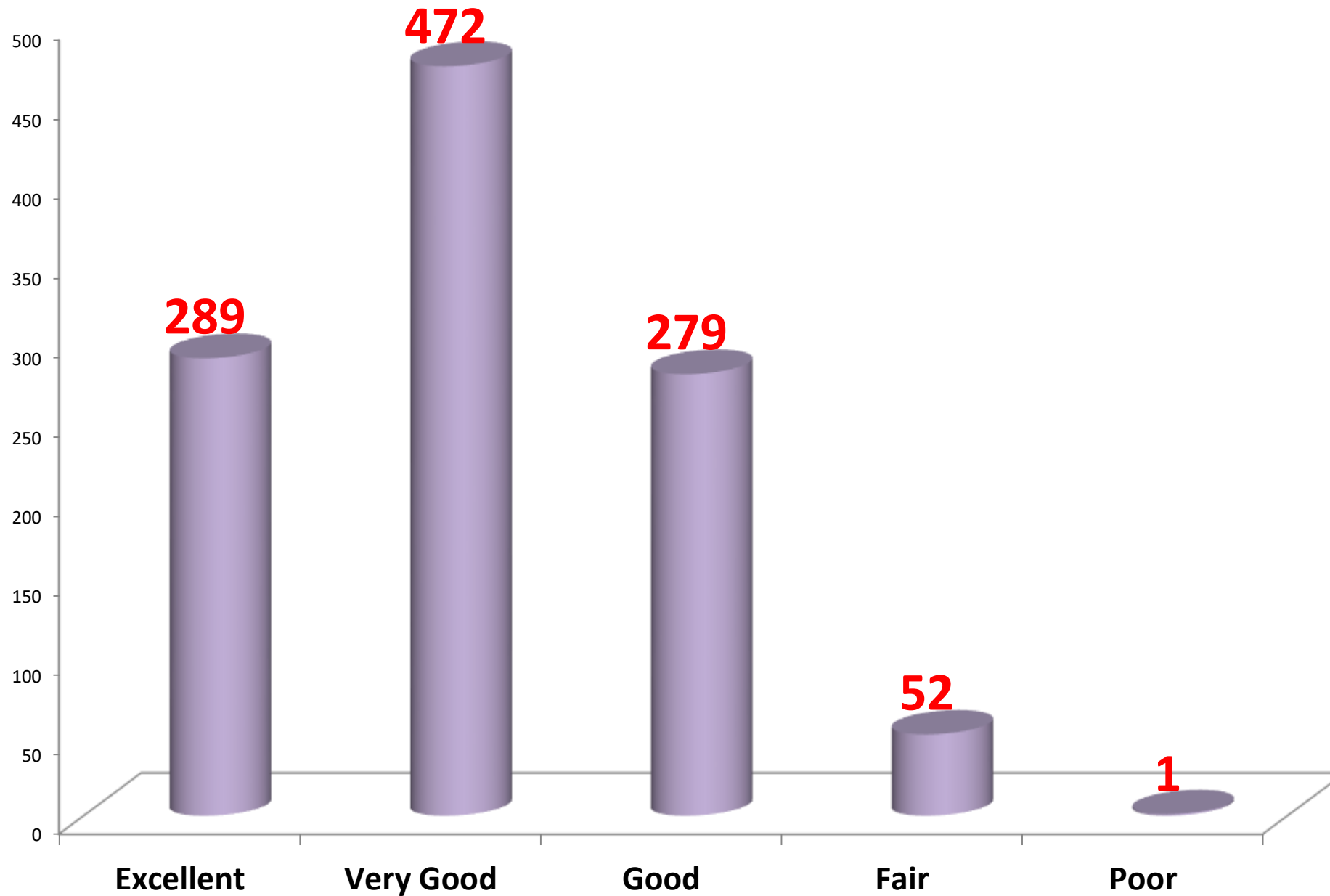
7. Availability of lab and radiology investigation facilities within the hospital



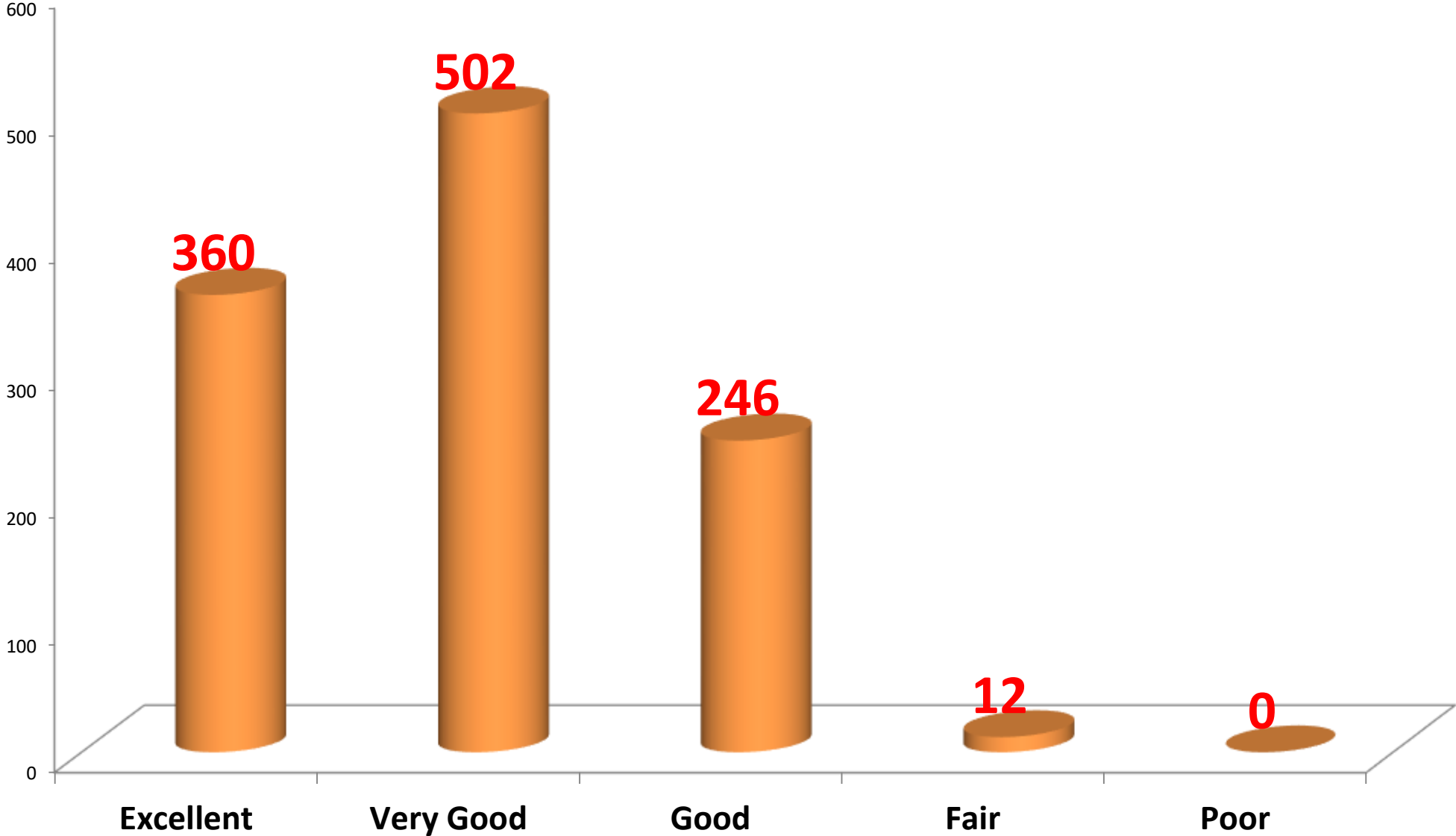
8. Promptness at Pharmacy counters



9. Availability of prescribed drugs at the hospital pharmacy



10. Your overall satisfaction during the visit to the hospital





Inpatient Feedback Analysis

(01-07-2024 to 31-12-2024)

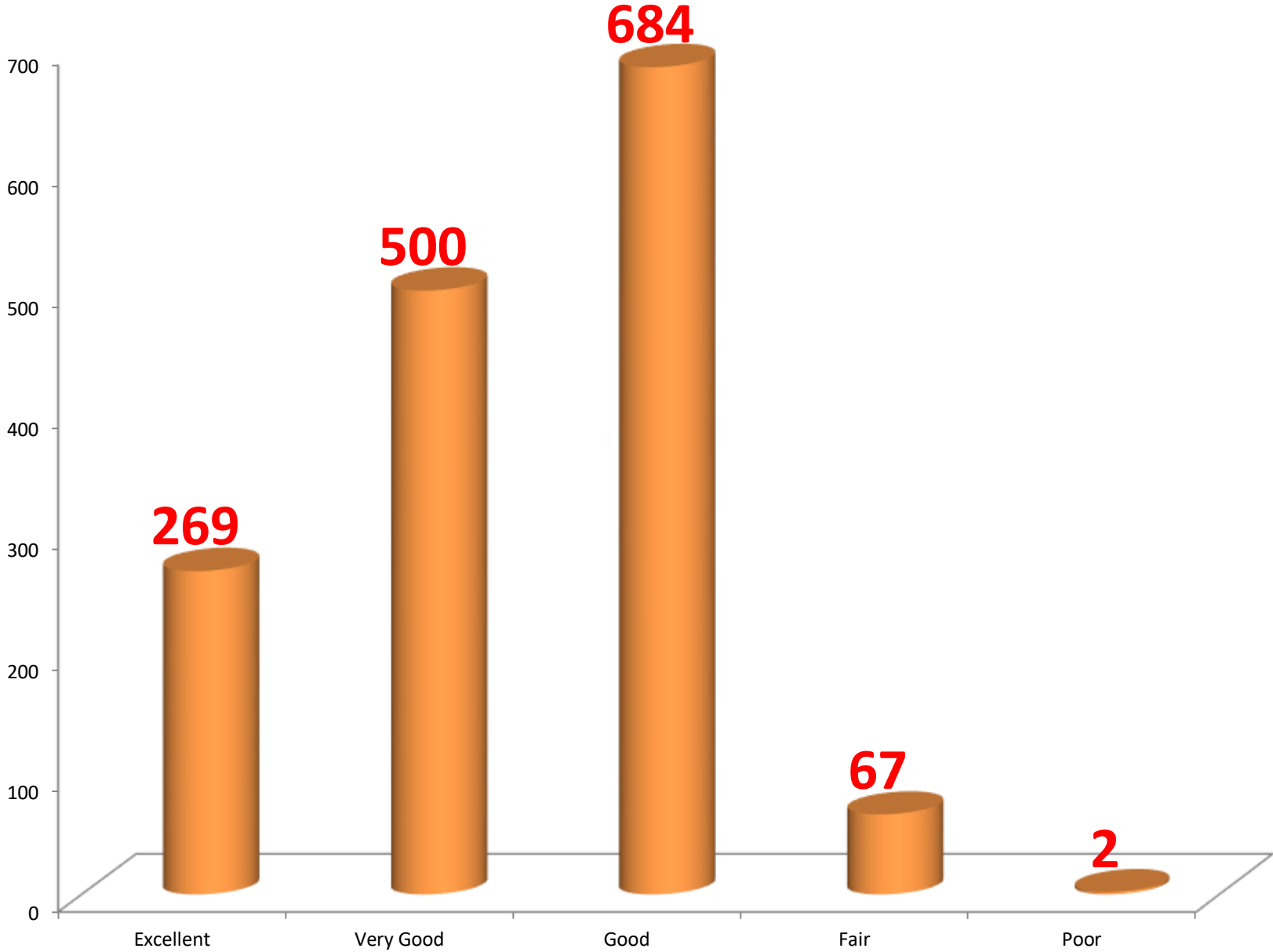


	No of Discharges	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Data Collection	4262	1525	28975	27022	5934	9425	10470	1103	90
Percentage (%)					21	34	38	4	0
NPS (%)								93	

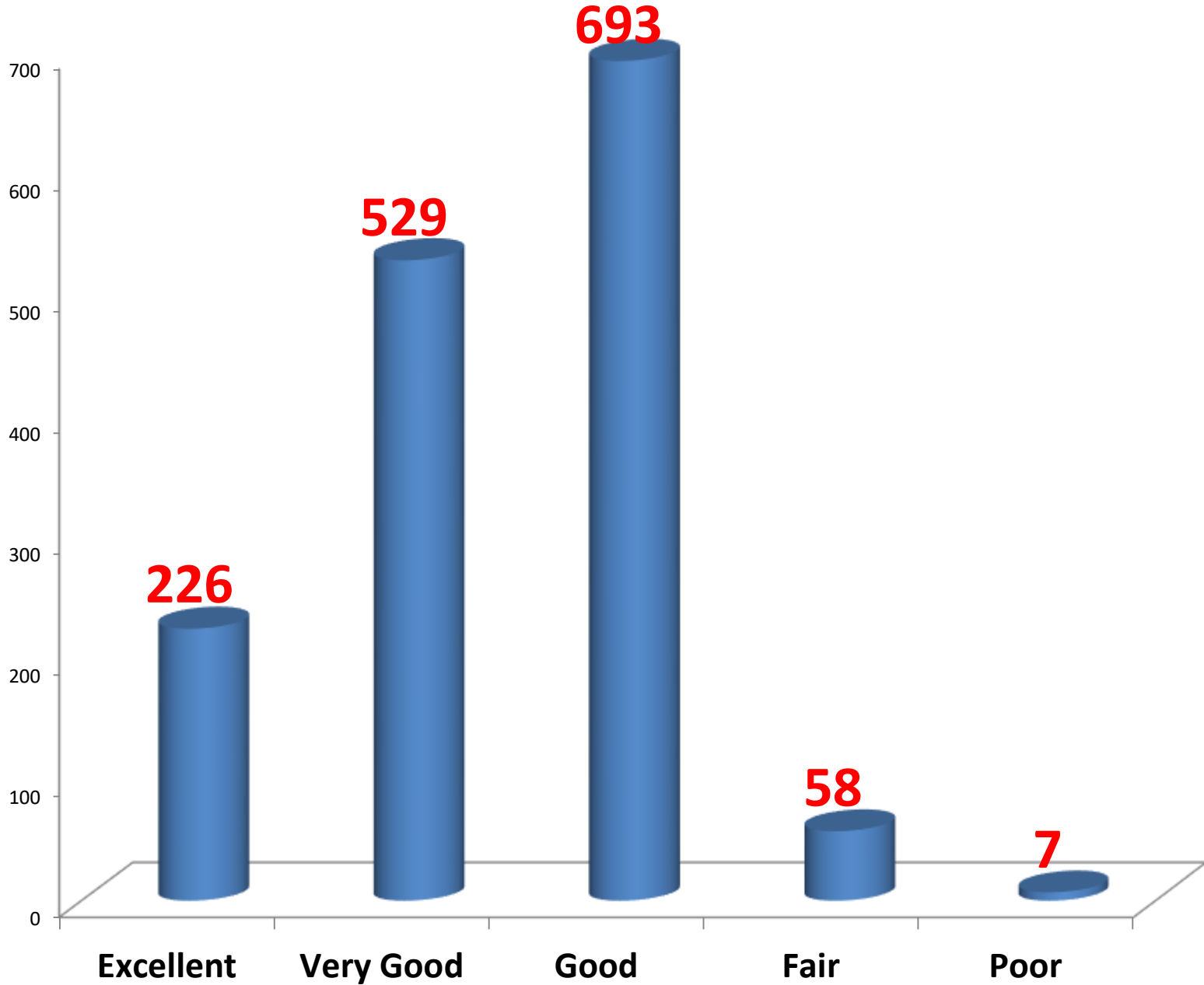
Question Name	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Availability of sufficient information in hospital (Directional and location signage's, registration counter, laboratory, radiology and pharmacy, etc.)(In Patient Experience)	1525	1525	1522	269	500	684	67	2
Waiting time at the registration/ Admission counter.(In Patient Experience)	1525	1525	1513	226	529	693	58	7
Behaviour and attitude of hospital staff at registration/admission counter(In Patient Experience)	1525	1524	1508	277	534	650	40	7
Your feedback on discharge process.(In Patient Experience)	1525	1535	1386	206	327	537	301	15
Cleanliness of the ward.(In Patient Experience)	1525	1525	1517	287	582	616	30	2
Cleanliness of Bathroom and toilets.(In Patient Experience)	1525	1525	1520	287	558	639	33	3
Cleanliness of bed sheets, pillowscovers, etc.(In Patient Experience)	1525	1525	1517	334	546	598	35	4
Doctor's attention to the patient and regularity of the doctor.(In Patient Experience)	1525	1525	1489	535	540	403	9	2
Attitude and communication of doctors(In Patient Experience)	1525	1525	1487	559	541	373	13	1
Time spent for examination of patient and counselling.(In Patient Experience)	1525	1525	1493	492	553	431	15	2
Promptness in response by nurses in the ward.(In Patient Experience)	1525	1525	1509	362	571	551	24	1
Round the clock availability of nurses in the ward.(In Patient Experience)	1525	1525	1511	343	559	581	27	1
Attitude and Communication of nurses.(In Patient Experience)	1525	1525	1512	344	535	598	34	1
Availability, attitude & promptness of ward boys/dayi.(In Patient Experience)	1525	1525	1513	296	525	617	73	2
All prescribed drugs were made available from hospital supply.(In Patient Experience)	1525	1525	1507	281	514	654	55	3
Diagnostic service were provided within the hospital(In Patient Experience)	1525	1525	1503	270	488	683	59	3
Timeliness of supply of the diet and its quality(In Patient Experience)	1525	1525	1510	237	418	623	199	33
Your overall satisfaction during the treatment as inpatient(In Patient Experience)	1525	1525	1514	329	610	542	32	1
Suggestions / Remarks(In Patient Experience)	1525	1525	0	0	0	0	0	0
Percentage (%)				21	34	38	4	0
NPS (%)							93	

	Net score	Excellent	Very good	Good
Net Satisfactory Score is	93	21	34	38
Total feed backs collected:1525		Total number of Questions: 18		

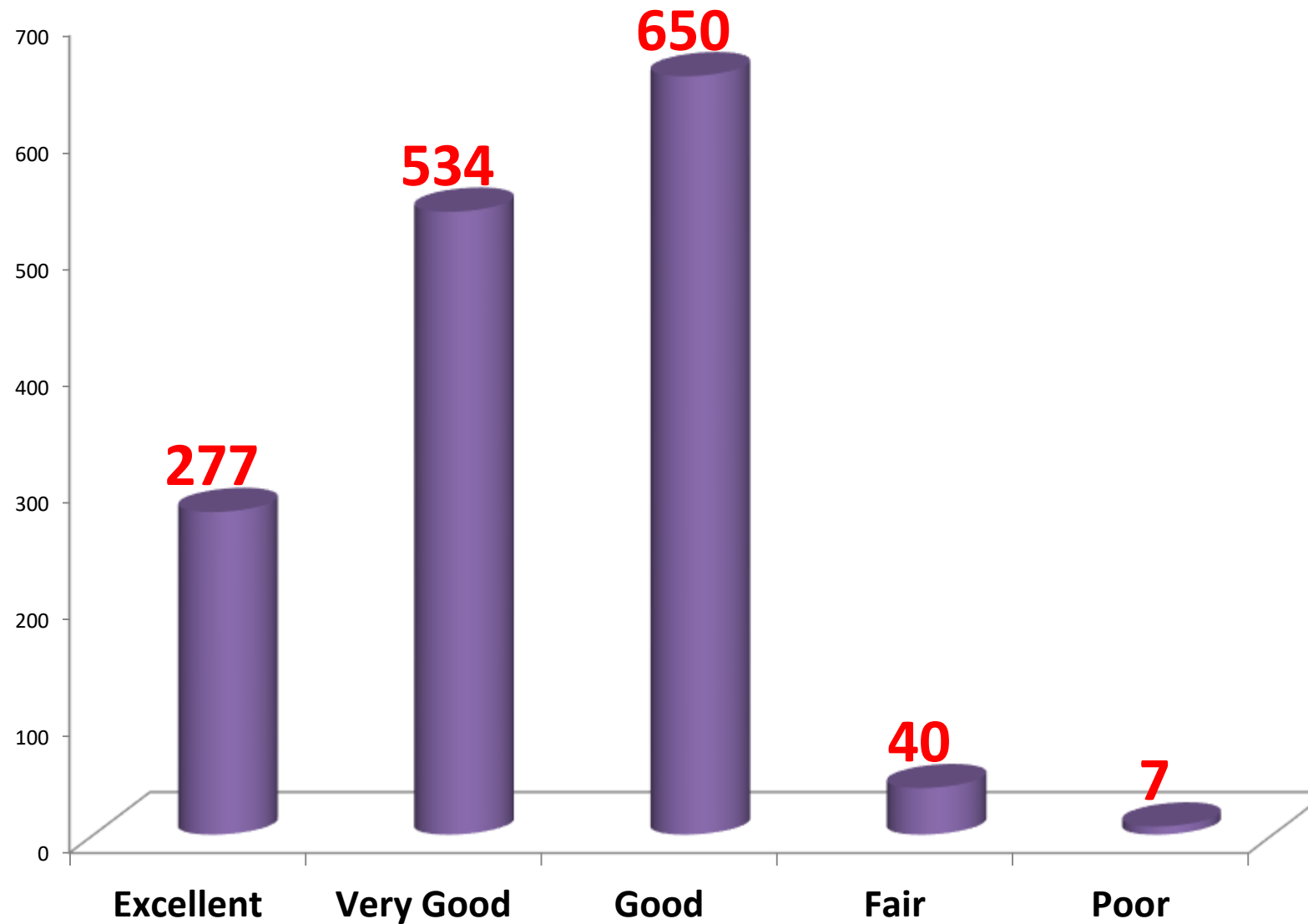
1. Availability of sufficient information in hospital (Directional and location signage's, registration counter, laboratory, radiology & pharmacy, etc.)



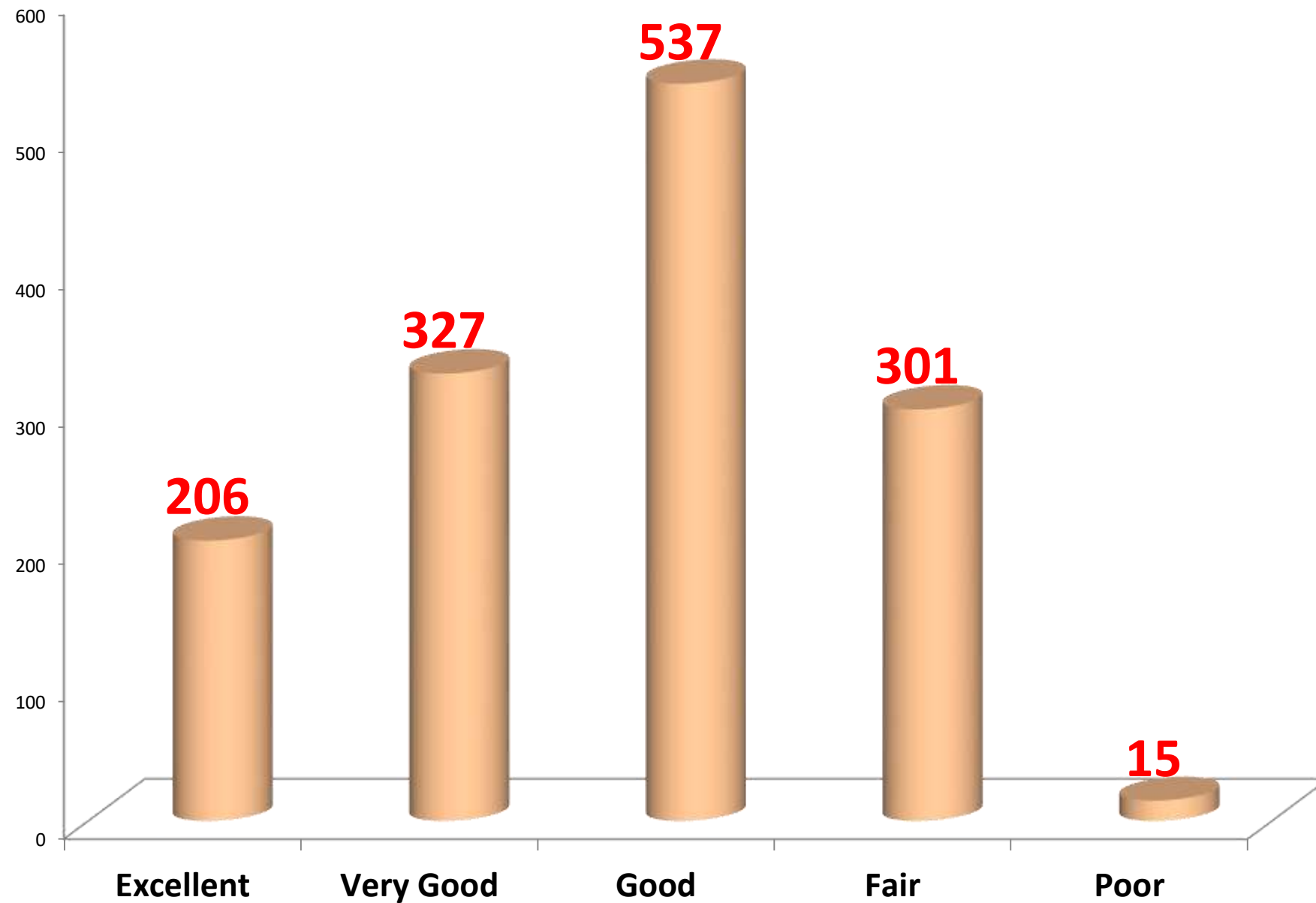
2. Waiting time at the registration/ Admission counter



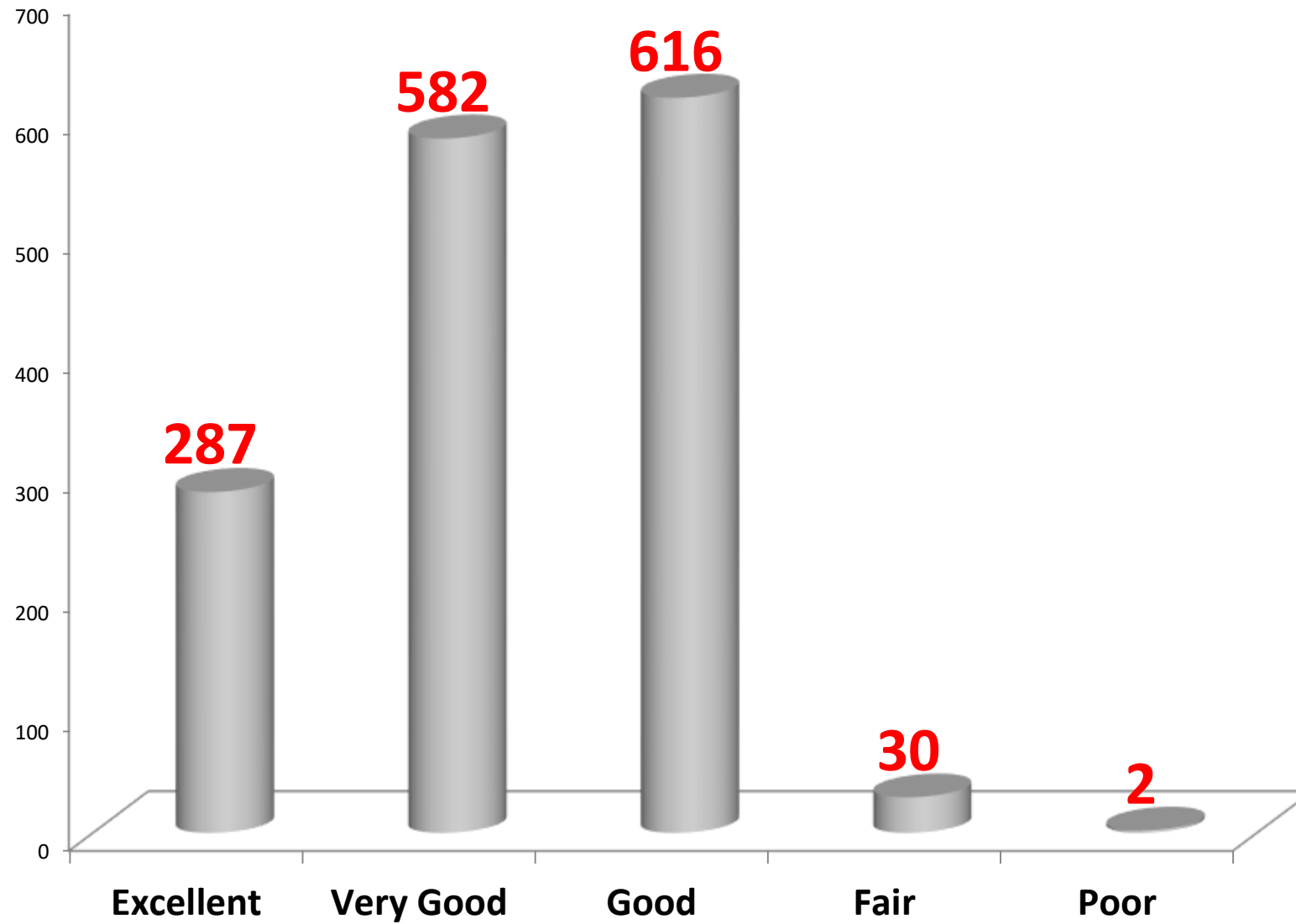
3. Behaviour and attitude of hospital staff at registration/admission counter



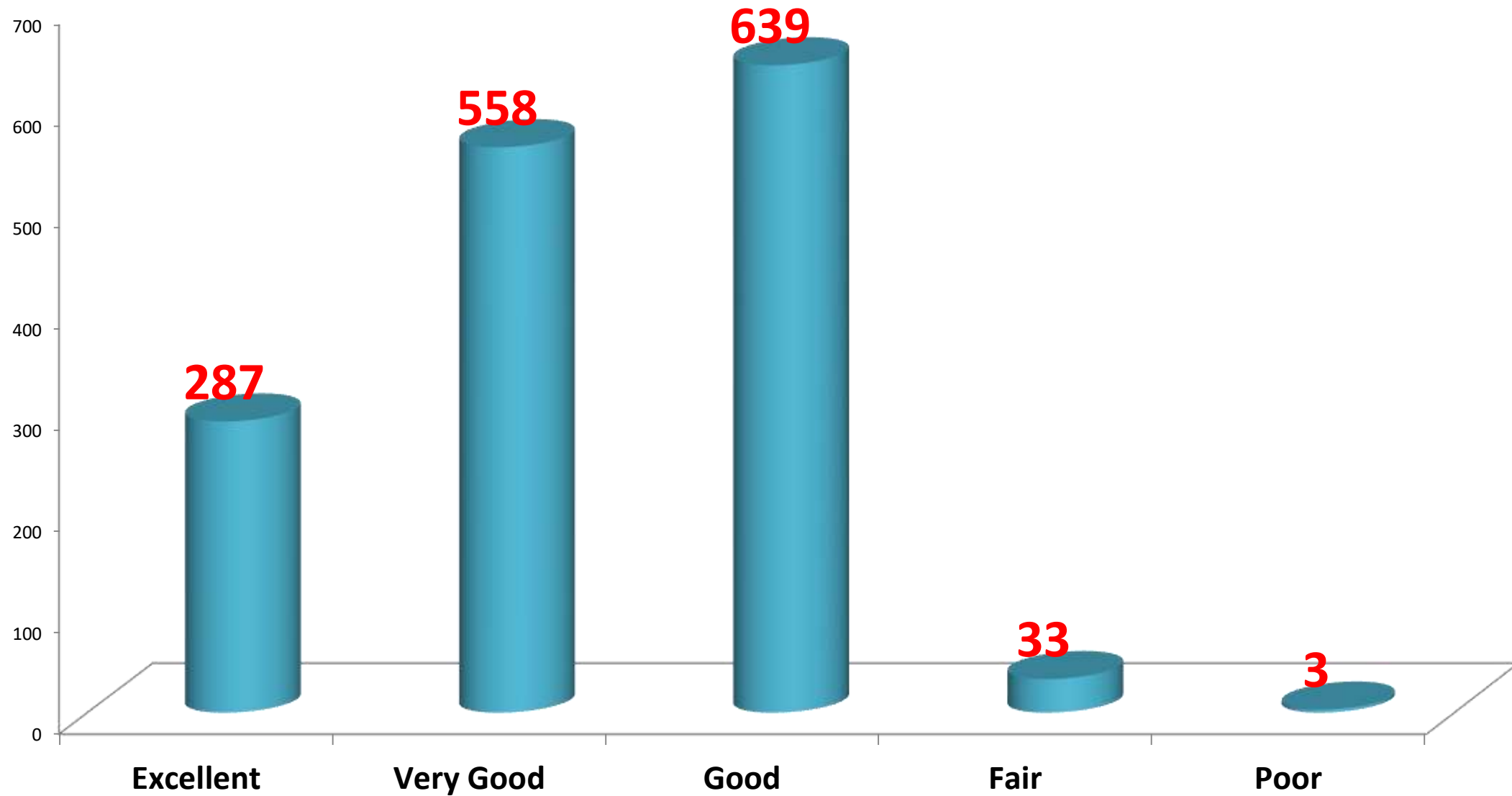
4. Your feedback on discharge process



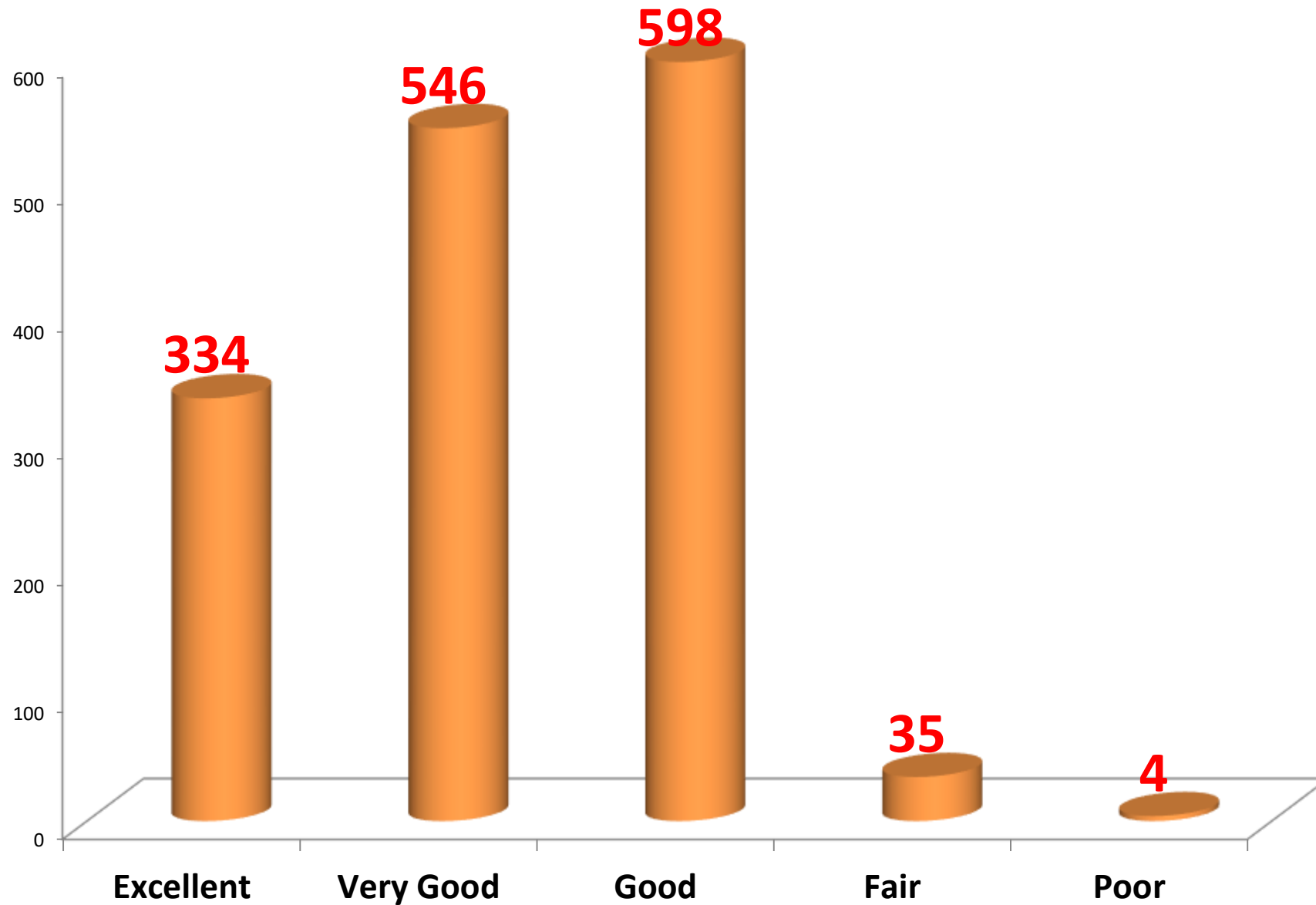
5. Cleanliness of the ward



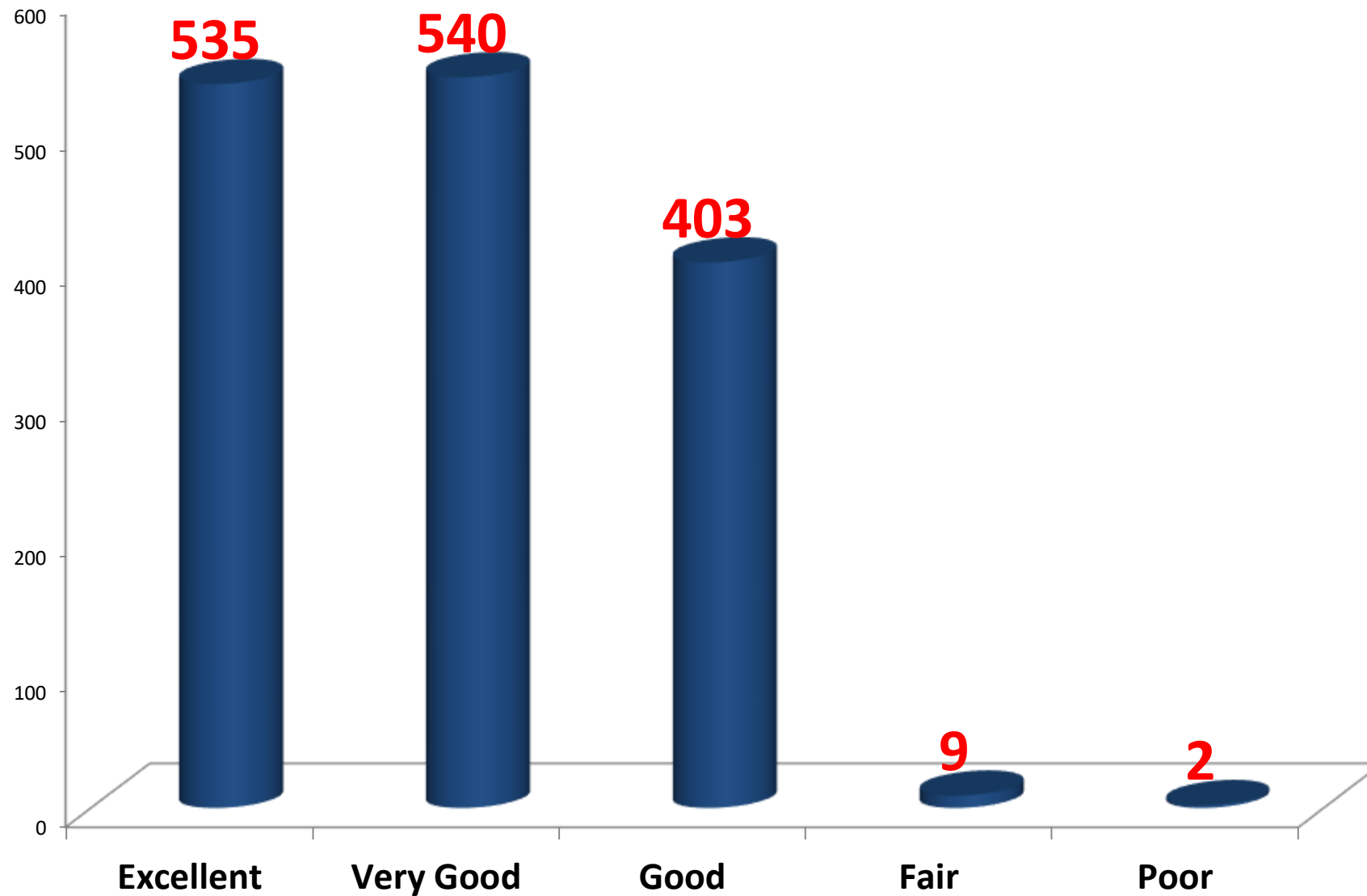
6. Cleanliness of Bathroom and toilets



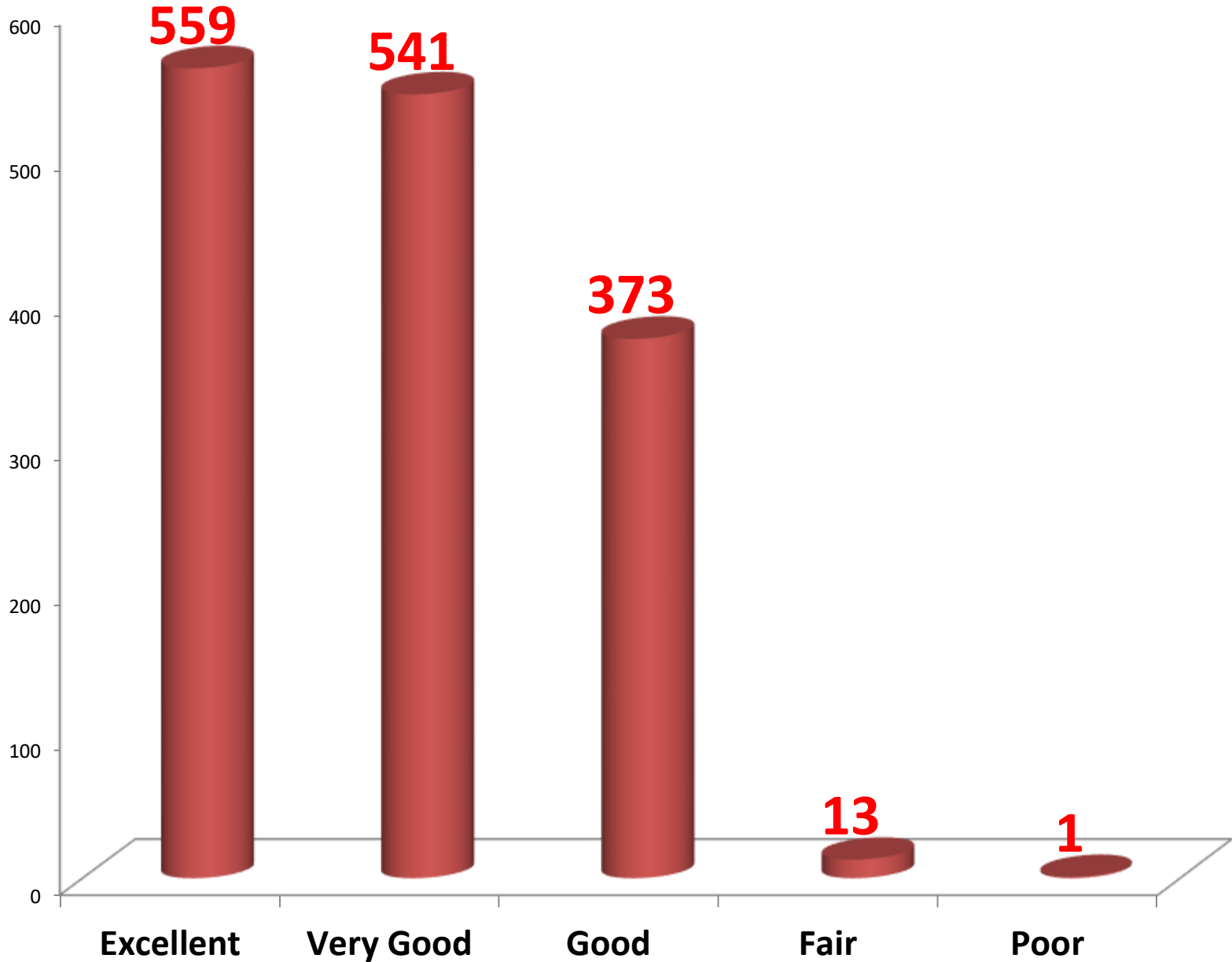
7. Cleanliness of bed sheets, pillows, covers, etc.



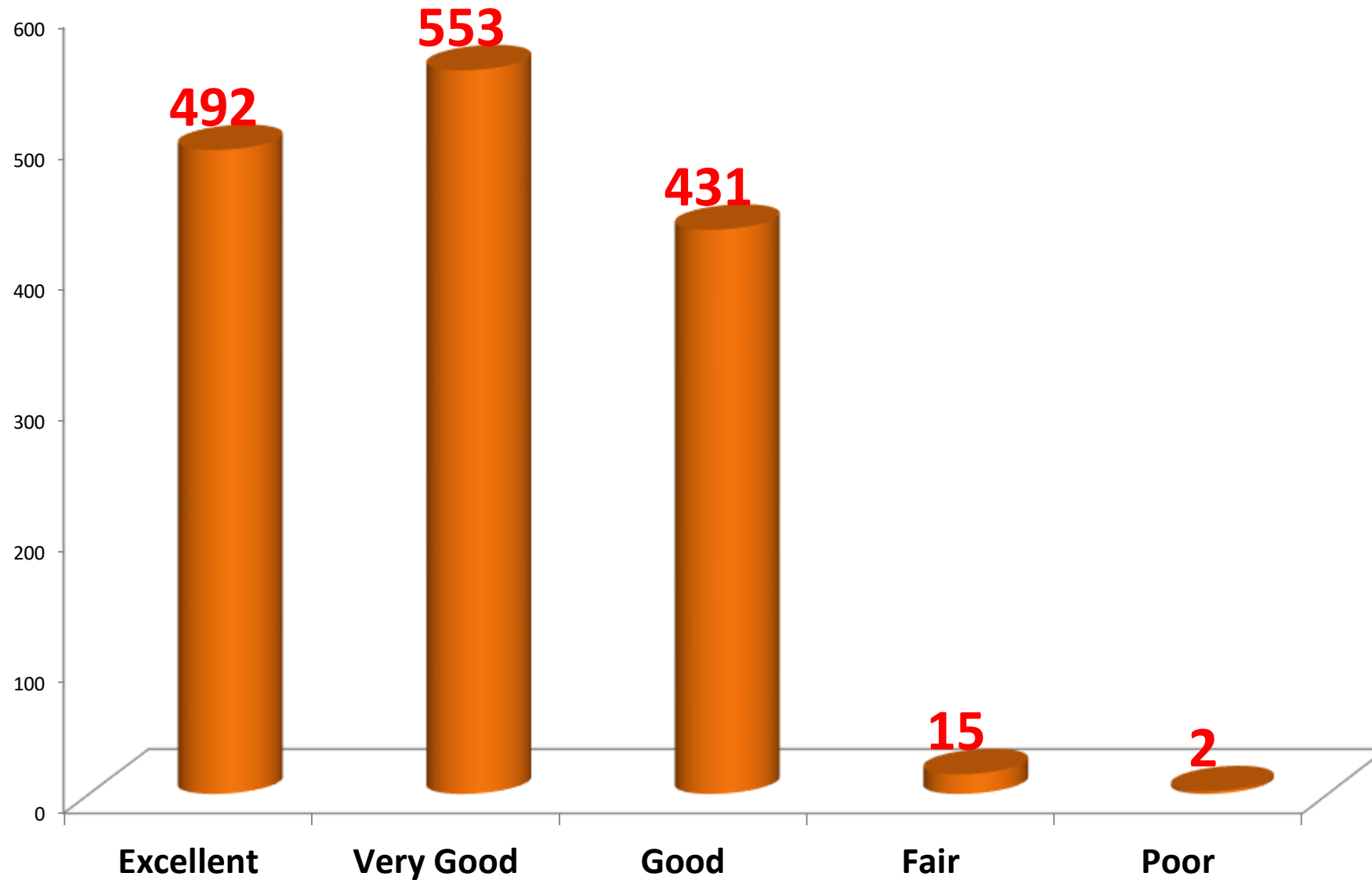
8. Doctor's attention to the patient and regularity of the doctor.



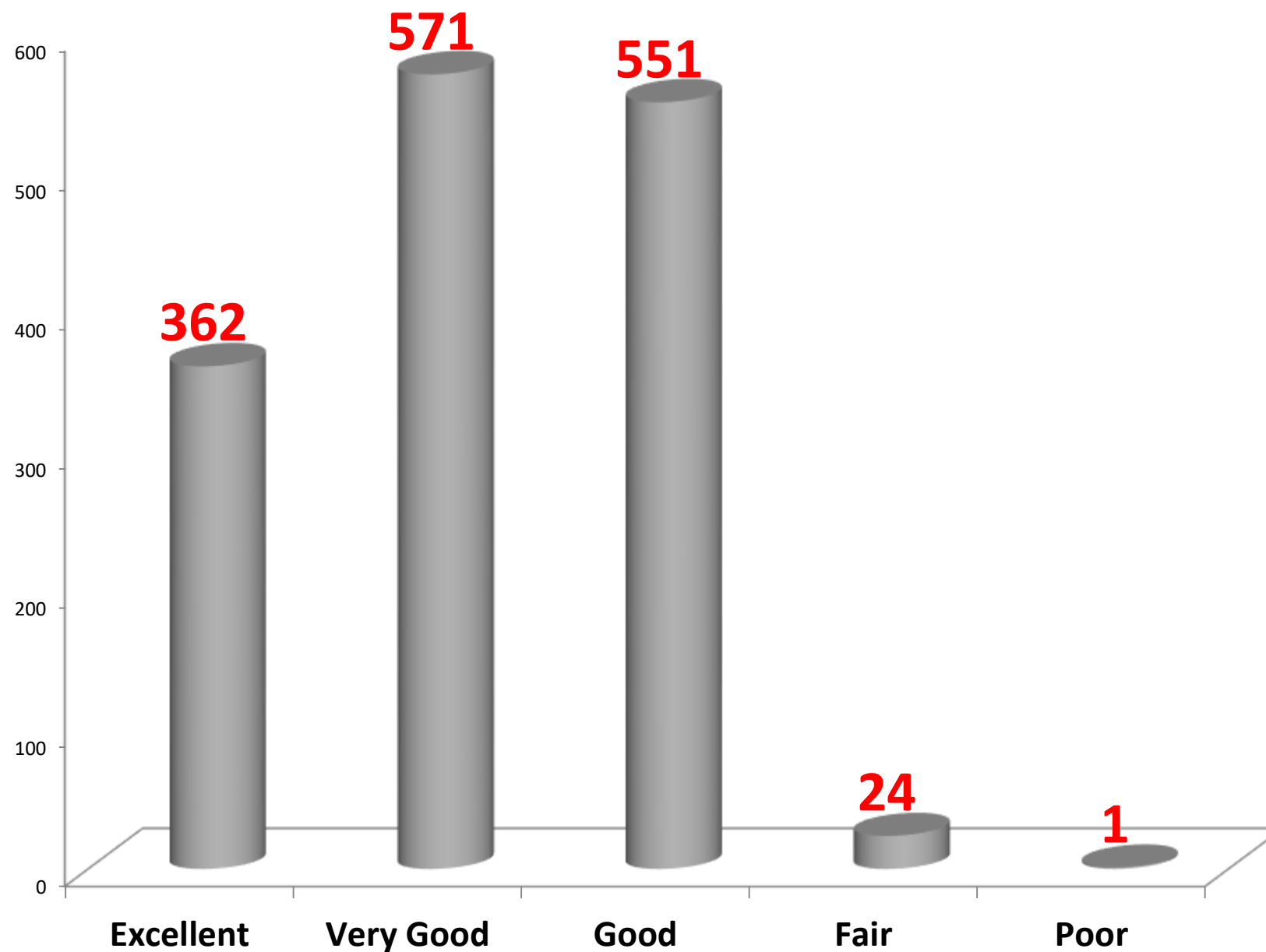
9. Attitude and communication of doctors



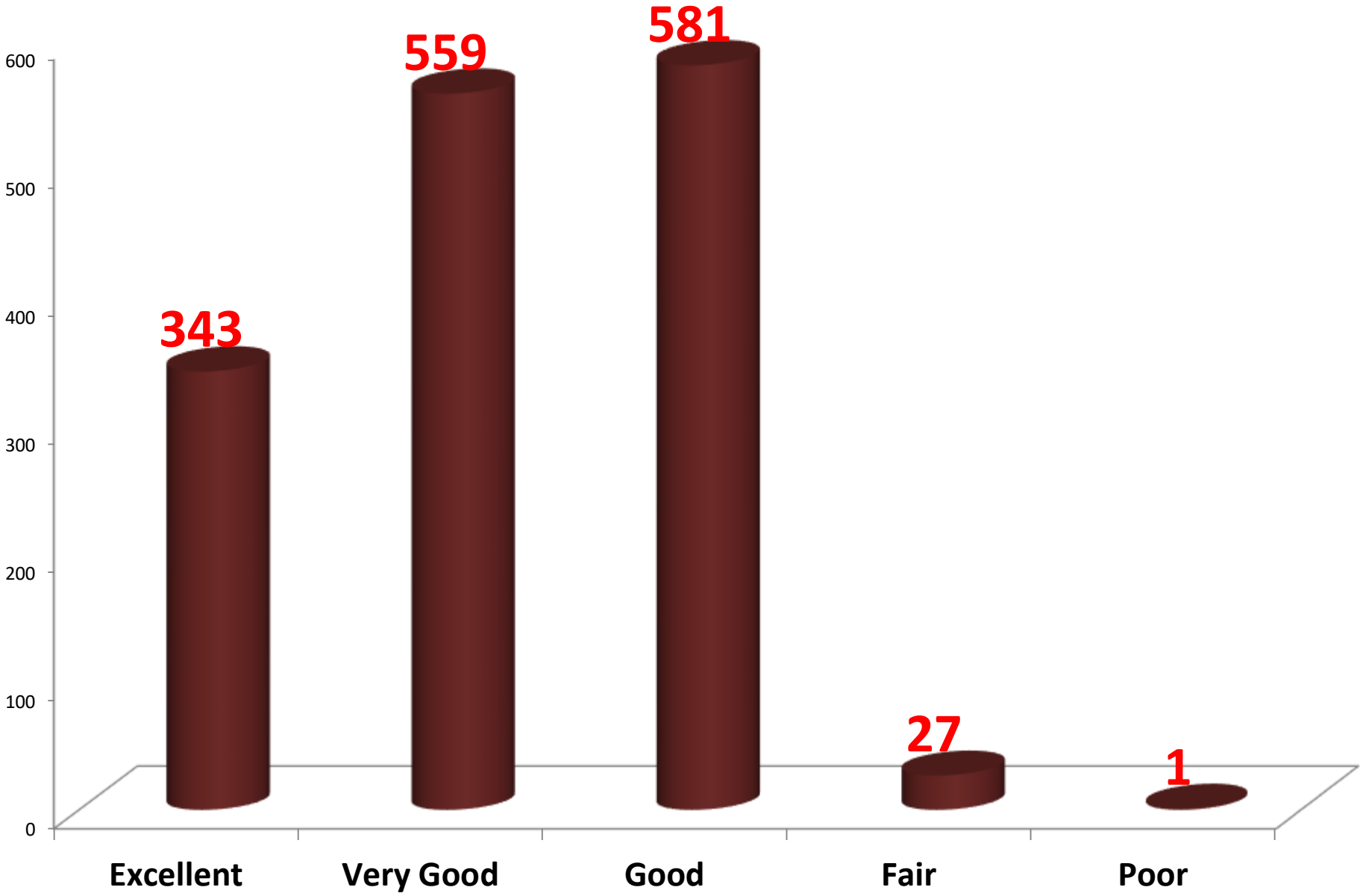
10. Time spent for examination of patient and counseling



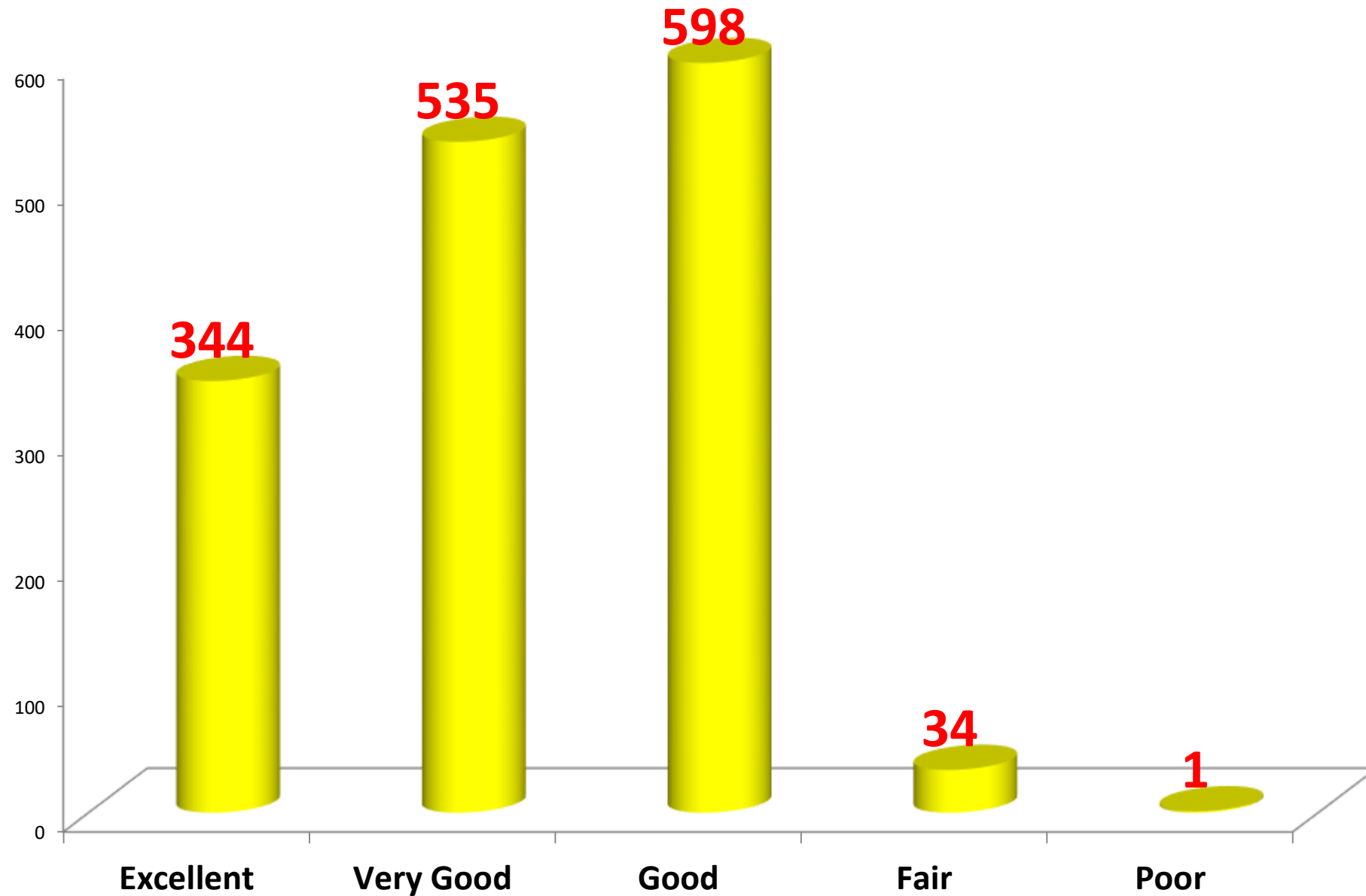
11. Promptness in response by nurses in the ward



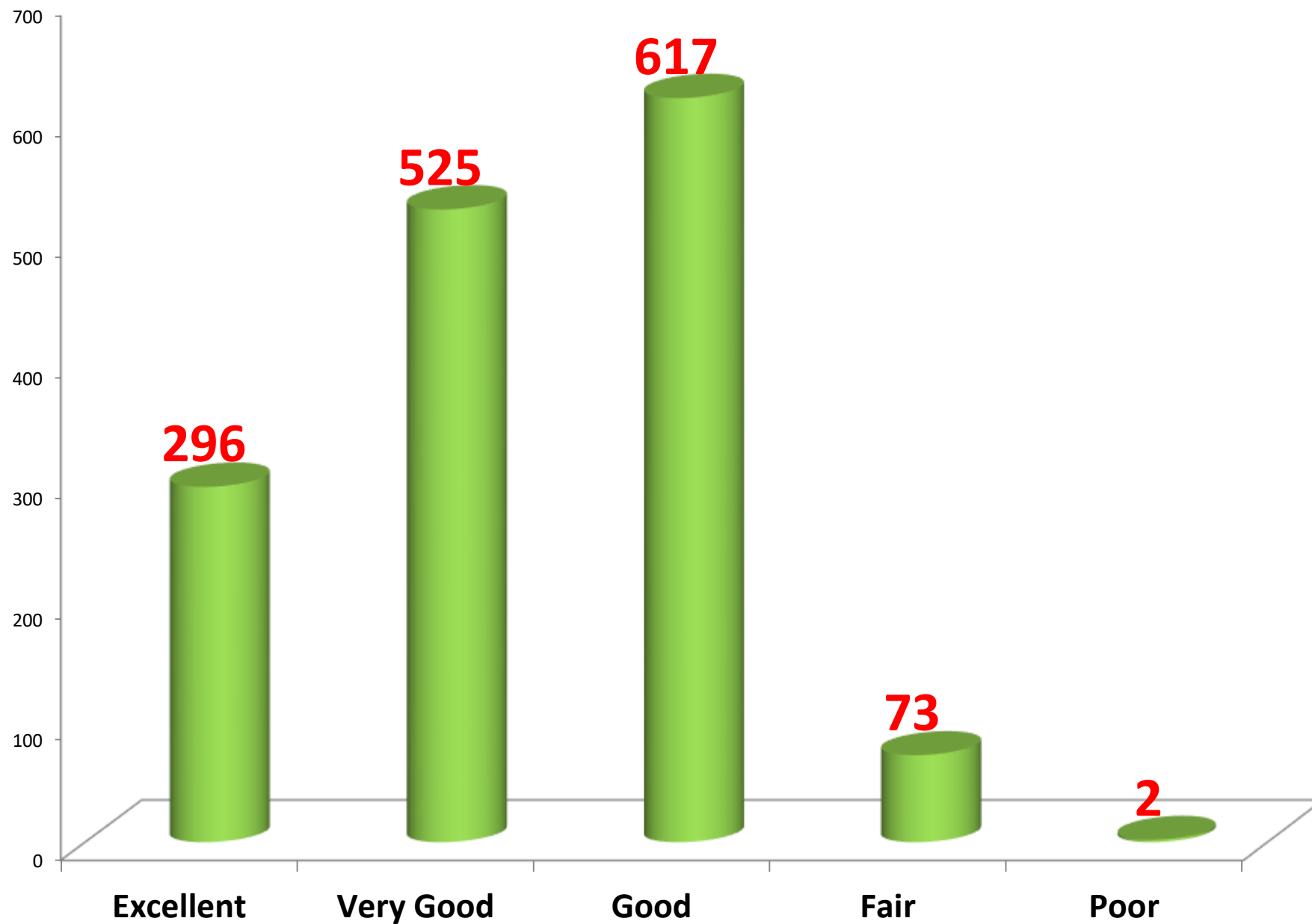
12. Round the clock availability of nurses in the ward



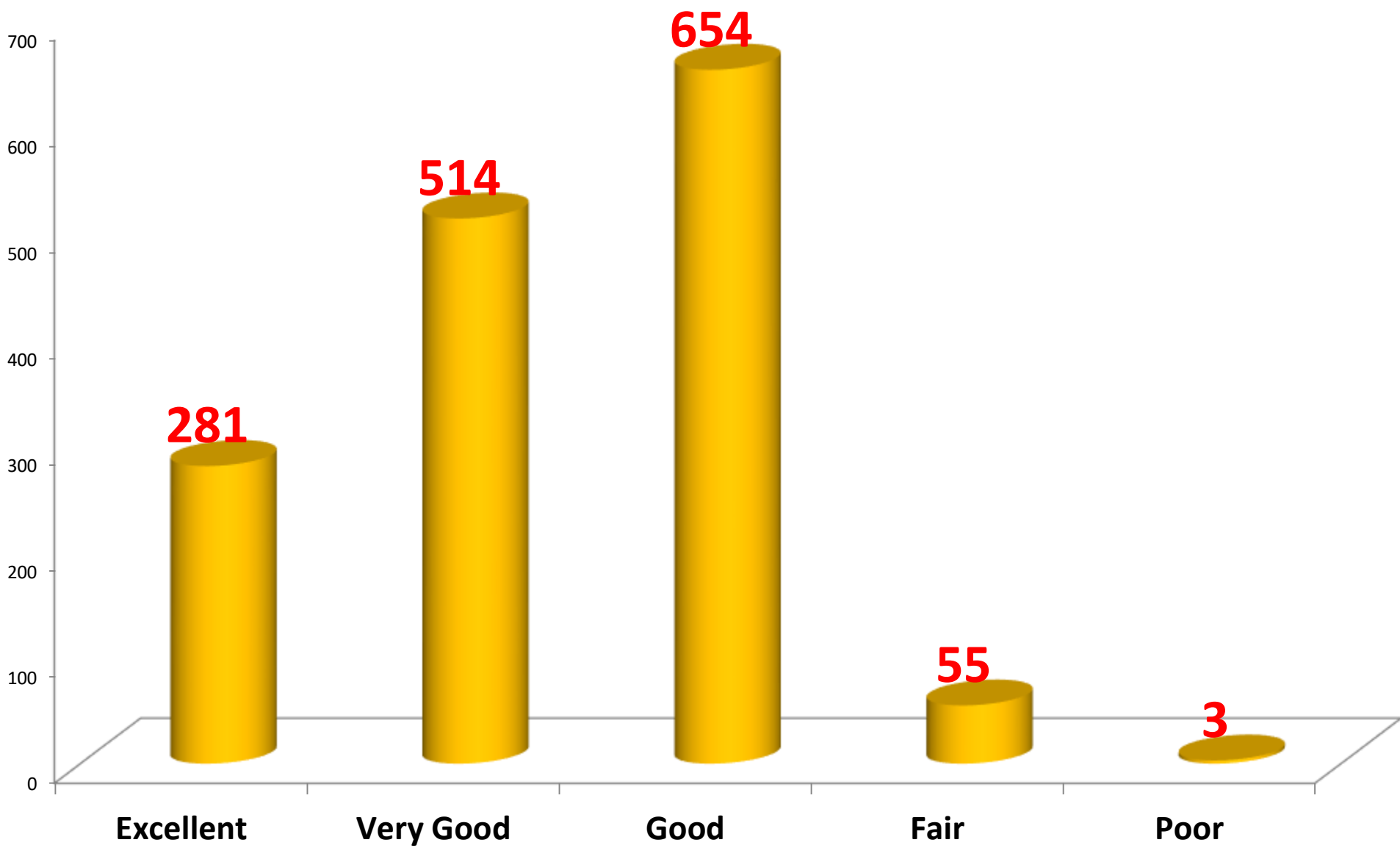
13. Attitude and Communication of nurses.



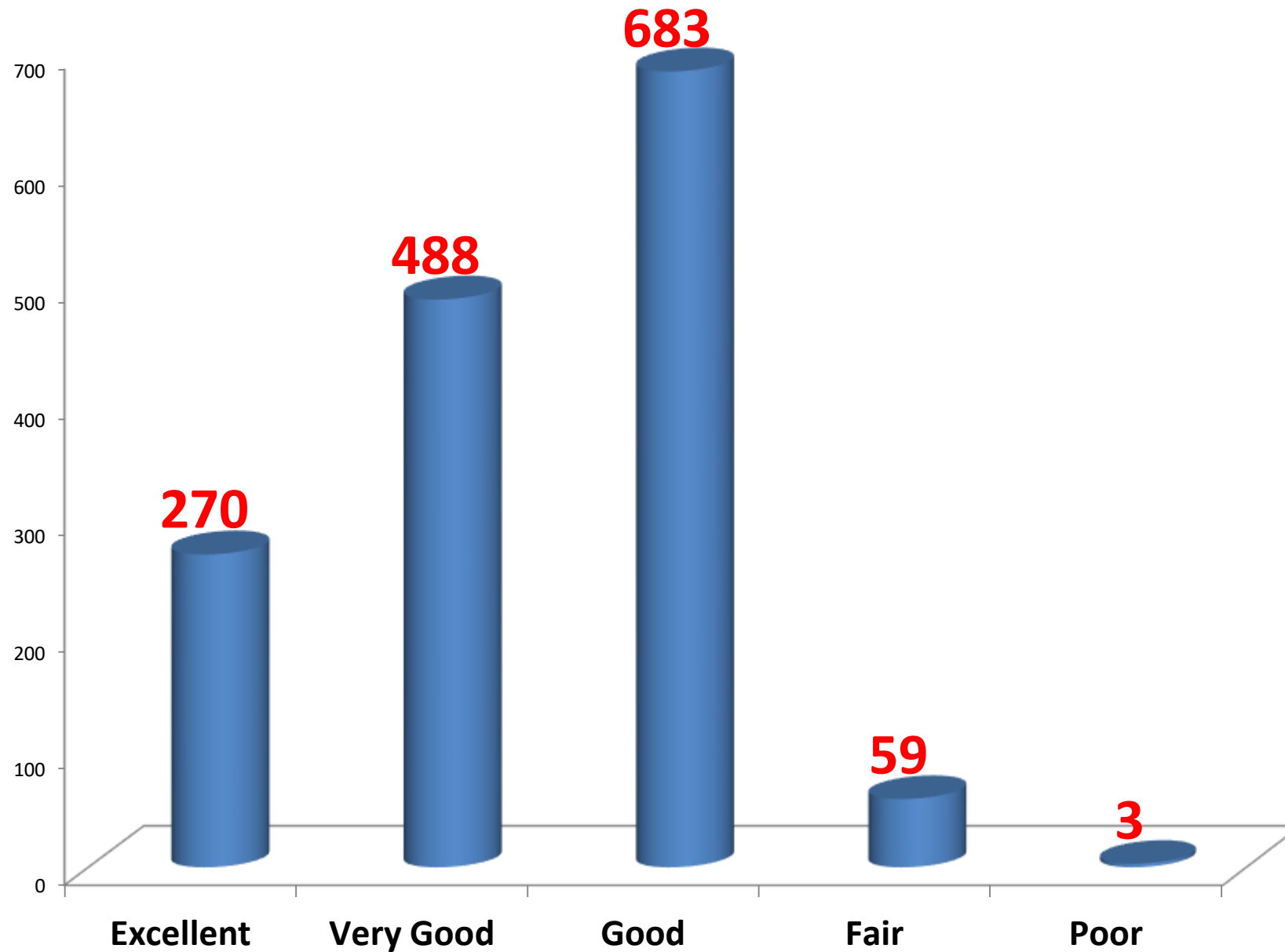
14. Availability, attitude & promptness of ward boys/aaya.



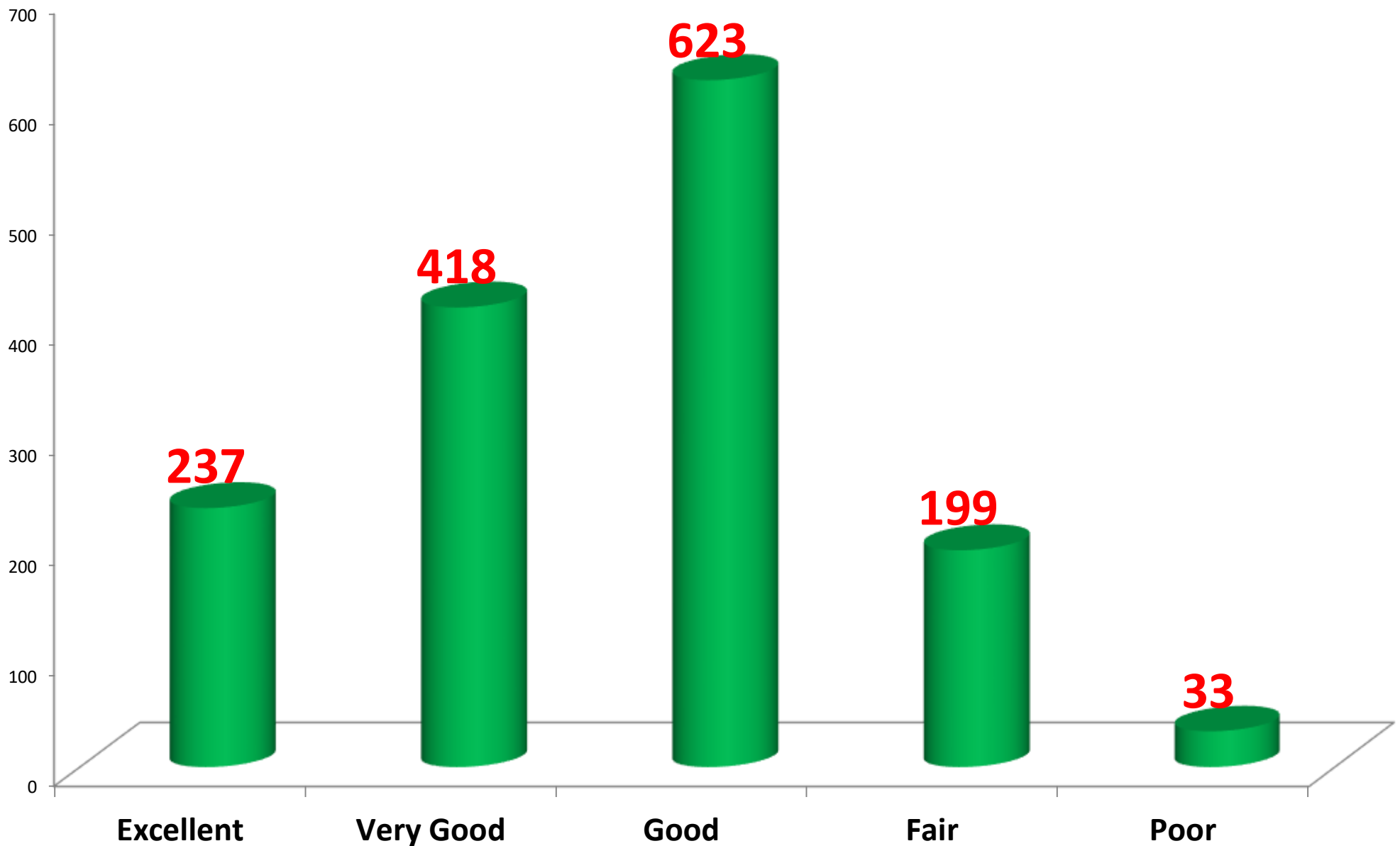
15. All prescribed drugs were made available from hospital supply



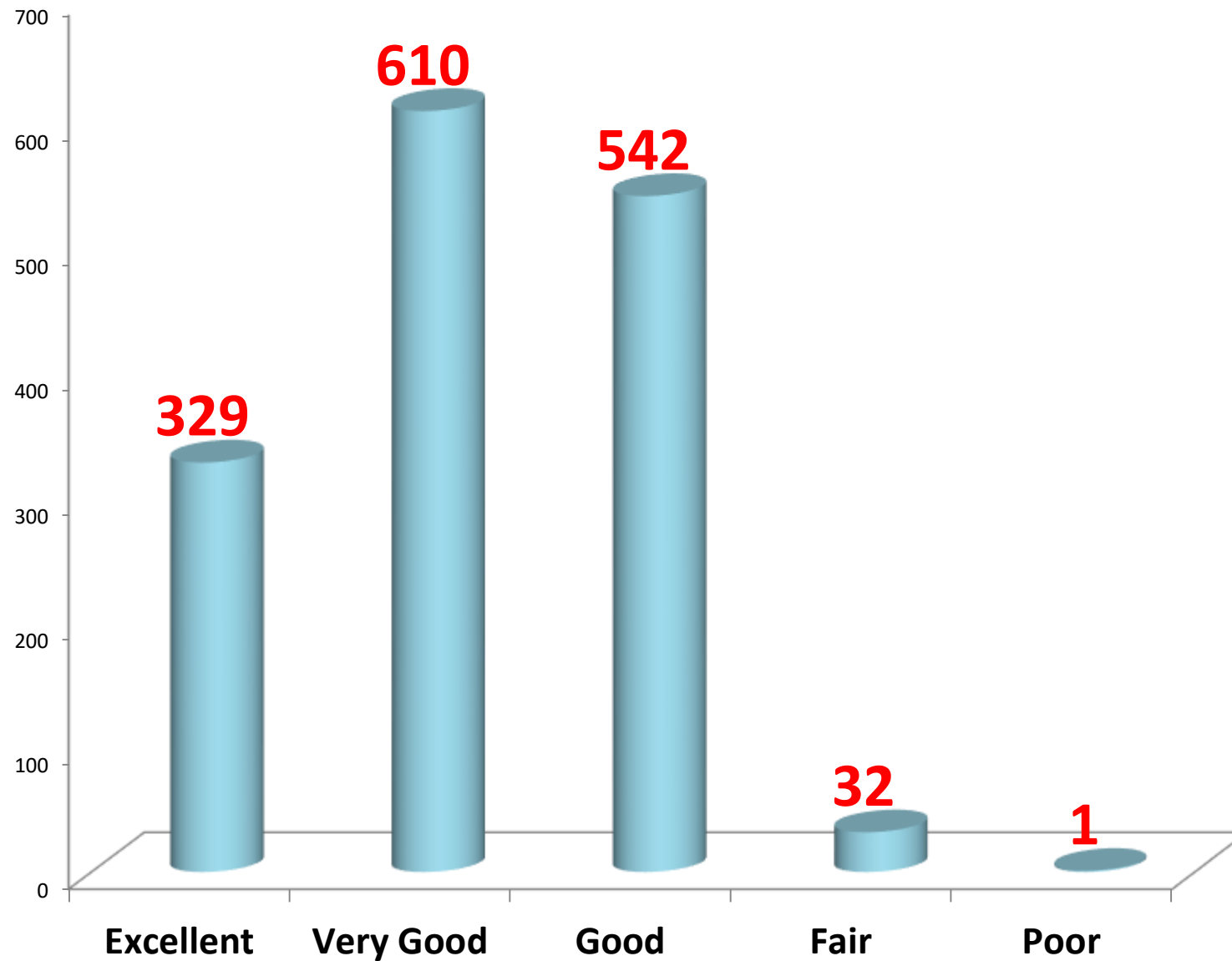
16. Diagnostic services were provided within the hospital



17. Timeliness of supply of the diet and its quality



18. Your overall satisfaction during the treatment as inpatient



Corrective and Preventive Action Plan (CAPA)
Based on the Root Cause Analysis (RCA) findings,
the following CAPA measures are recommended to address the
concerns in inpatient and outpatient services.

1. Key Identified Issues

Inpatients (IP)

Issue Percentage: 4.41%

Areas of Concern:

- Long wait times for discharge and service delivery.
- Cleanliness and hygiene-related concerns.
- Communication gaps with hospital staff.
- Lack of personalized patient care and attention.
- Poor coordination between departments leading to patient delays.
- Lack of structured pain management protocols.

Corrective and Preventive Action Plan (CAPA)
Based on the Root Cause Analysis (RCA) findings,
the following CAPA measures are recommended to address the
concerns in inpatient and outpatient services.

1. Key Identified Issues

Outpatients (OP)

Issue Percentage: 2.93%

Areas of Concern:

- Long waiting times for consultations.
- Delays in billing and pharmacy services.
- Lack of proper guidance to navigate hospital facilities.
- Poor communication regarding estimated wait times for consultations.
- Limited seating and waiting area discomfort for patients.
- Inconsistent patient education on follow-up care and prescriptions.

2. Root Cause Analysis (RCA)

Inpatients (IP) RCA Findings:

Operational Delays:

- Inefficient discharge planning leads to prolonged hospital stays.
- Incomplete documentation and clearance delays.

Cleanliness & Hygiene Issues:

- Insufficient housekeeping staff during peak hours.
- Inconsistent compliance with infection control protocols.

Staff Communication Gaps:

- Language barriers affecting patient understanding.
- Lack of proper training on patient-centered communication.

Departmental Coordination Issues:

Poor interdepartmental communication for test reports and procedures.
Inefficient handovers between shifts causing information loss.

Pain Management Gaps:

Lack of standardized pain assessment tools.
Inconsistent pain management strategies across specialties.

Outpatients (OP) RCA Findings:

1.Consultation Wait Time Issues:

- Lack of triage-based priority systems for critical patients.
- Absence of real-time tracking systems for patient flow.

2.Billing and Pharmacy Delays:

- Manual processing leading to slower billing cycles.
- Limited space at Pharmacy counters resulting in long queues.

3.Navigation and Assistance Issues:

- Lack of digital guidance systems or hospital maps.
- Insufficient patient assistance staff at key checkpoints.

4.Triage Inefficiency:

- No priority mechanism for critically ill or elderly patients.
- Lack of defined protocols for redirecting non-critical cases.

5.Communication & Education Issues:

- Inadequate patient education on medication and follow-ups.
- No structured approach to sending reminders for revisit schedules.

3. Corrective & Preventive Actions (CAPA)

Issue	Corrective Actions (Immediate Fixes)	Preventive Actions (Long-term Solutions)
Long Wait Times (IP & OP)	Deployed additional staff during peak hours	Trying to counsel the patients to get prior appointments and also minimized discharge process delays.
Cleanliness & Hygiene (IP)	Conducted immediate deep cleaning audits and reinforce infection control practices.	Implement strict daily cleaning checklists, increase housekeeping audits, and enforce NABH-level hygiene protocols.
Staff Communication Issues (IP)	Provided refresher training for nurses and front-desk staff on effective patient communication.	Integrated a digital feedback system with automated alerts for real-time issue resolution.
Interdepartmental Coordination (IP)	Implement structured handover protocols between shifts and departments.	Establish a centralized communication platform for interdepartmental coordination.
Pain Management Issues (IP)	Implement a uniform pain assessment protocol across specialties.	Train medical staff on effective pain management strategies.
Billing & Pharmacy Delays (OP)	Open additional billing counters and implement fast-track services for follow-up patients.	Introduce a digital payment system and optimize workflow for pharmacy services.
Patient Education & Communication (OP)	Introduce a structured patient education program on follow-up care.	Enhanced follow-ups and medication adherence systems.

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